

General Terms & Conditions of Business for conferences, seminars and banquets

Dear guest or organiser,

We are delighted that demand for our rooms, conference rooms and banqueting facilities is so good, but we rely on our customers abiding by the Terms & Conditions of Business. Experience tells us that it is very difficult to re-let the unwanted capacity in the event of changes or cancellations at short notice.

We apply the following rules when you make a reservation with us:

- Each reservation is binding.
- We try to resell rooms and facilities that have become free again as quickly as possible.

To avoid cancellations, you have the following options:

- Book some of the rooms temporarily. You only need to decide whether you want them when we receive further enquiries.

1. General terms & conditions for reservations

- 1.1 The contract comes into force from the time the organiser confirms the reservation within the specified deadline, on signature of the contract.
- 1.2 Cancellations and amendments must be made in writing.
- 1.3 If the organiser fails to fulfil the contract, the organiser will be liable to pay compensation for the services booked, regardless of the payment terms.
- 1.4 The organiser is asked to notify a number of participants that is as accurate as possible on conclusion of contract. We must be notified of the definitive number of participants at the latest 48 hours before the event. The organiser will be invoiced for the number of participants notified, even if fewer guests/attendees are present at the event.

2. Cancellation terms for seminars and conferences, overnight accommodation

- 2.1 No charge is made for cancellations up to 91 days before the event.
- 2.2 From 90 days before the event, if the booked event is completely cancelled or there is a deviation from the number originally booked, we charge for the services booked as per the reservation confirmation, as follows:

90 to 61 days before the event:	25% of services booked
60 to 31 days before the event:	50% of services booked
30 to 2 days before the event:	75% of services booked
Less than 48 hours before the event:	100% of services booked

The services booked, such as day rates, overnight accommodation and facilities, are deemed to be the basis on which booked services are charged. The cancellation terms overleaf apply to banquets, standing buffets, aperitifs and snacks.



3. Banquets, standing buffets, aperitifs and snacks

Please refer also to our banqueting information, which forms an integral part of our Terms & Conditions.

Room hire is required for exclusive use of the banqueting rooms. The cost of your menu (excluding drinks and canapés) will be deducted from this in full (excluding aperitifs and drinks) and in normal circumstances consumption will exceed the minimum spend.

4. Cancellation terms for banquets, standing buffets, aperitifs and snacks

4.1 Reservations with fixed room hire.

If a quotation has not yet been accepted, the room hire will be deemed to be a booked service.

If a choice has already been made, the total price for the food ordered will be deemed to be the booked service. If this amount is less than the room hire, the charge will be based on the room hire.

4.2 Reservations without confirmed room hire.

If a quotation has not yet been accepted, the following applies:

- Banquets and standing buffets: CHF 45.00 multiplied by the number of people booked.
- Aperitifs and snacks: CHF 20.00 multiplied by the number of people booked.

If a choice has already been made, the total price for the food ordered will be deemed to be the booked service.

4.3 Invoicing in the event of complete cancellation or reduction in number of people.

90 to 61 days before the event:	25% of services booked
60 to 31 days before the event:	50% of services booked
30 to 2 days before the event:	75% of services booked
Less than 48 hours before the event:	100% of services booked

5. Liability

The organiser will be liable in any case for damage of any kind caused by the organiser or its guests and/or participants on the Kartause Ittingen site.

6. Payment terms

Kartause Ittingen is entitled to request part of full payment in advance for the booking. Settlement of the event invoice (total invoice) may be effected by bank transfer only. If payment by credit card is requested, we charge a processing fee of 1.5% of the payable amount.

7. Jurisdiction

The place of jurisdiction is Warth. Swiss law alone applies.

Valid from 2023, replaces all previous Terms & Conditions.

