

## **General Terms and Conditions**

### **Hotel Arkanum, 3970 Salgesch**

#### **1. Contract Subject**

These general terms and conditions govern the legal relationship between you as a guest and Hotel Arkanum. The reservation or order confirmation sent to you by email or post serves as the contractual basis.

#### **2. Cancellation of Hotel Reservations**

Reserved rooms are held for you until 6:00 PM on the day of arrival. If you do not arrive by this time and do not inform the hotel of a later arrival, Hotel Arkanum may release the room(s) for other guests.

In the event of an early departure, one night will generally be charged.

##### **2.1 Cancellation Conditions for Individual Reservations (up to 6 persons or 3 rooms)**

15 - 7 days before arrival: 50% of the lost room revenue

6 - 0 days before arrival: 100% of the lost room revenue

##### **2.2 Cancellation Conditions for Group Reservations (from 7 persons or 4 rooms)**

Significant changes to your group reservation must be communicated in writing as early as possible. In the event of a full cancellation, the following charges apply:

31 - 15 days before arrival: 25% of the lost room revenue

14 - 7 days before arrival: 50% of the lost room revenue

7 - 0 days before arrival: 100% of the lost room revenue

##### **2.3 No-Show & Cancellation Conditions**

In the event of a no-show or a cancellation after the specified deadline, the corresponding amount will be automatically charged to the provided credit card.

If we are able to rebook the canceled room for the affected period, the cancellation fee will not be applied.

The customer is responsible for taking out cancellation insurance.

#### **3. Option Date**

Option dates are binding for both parties. After the option period expires, Hotel Arkanum may automatically release the reserved rooms unless written confirmation of the order has been received.

4. **Payment Terms**

We reserve the right to require full or partial advance payments for reservations. For groups, a deposit of at least 50% of the total amount is required at least 30 days before arrival. The remaining amount is to be settled on-site upon departure. Individual guests must provide credit card details as security. A charge is only made in the event of a no-show or late cancellation.

We do not send invoices abroad.

5. **Tourist Tax**

The tourist tax is charged separately per person and per night.

6. **Companies**

For payments via invoice to a company, a written cost estimate is required, including the names of the guests, the company address, and an email address for invoicing. Companies based abroad must pay the invoice amount directly on-site.

7. **VAT**

Statutory VAT is included in our prices.

8. **Pets**

Dogs are welcome at the hotel. Please inform us in advance if you are bringing your pet. An additional fee of CHF 8 per night applies. The owner is liable for any damage caused by the animal.

9. **Liability / Duty of Care**

Hotel rooms must be treated with the utmost care. The guest or company is liable for any material damage incurred. The hotel accepts no liability for theft or third-party services. Valuables can be stored in the hotel safe upon request, with a receipt issued.

10. **Smoking**

Smoking is not permitted in any rooms or public areas of the hotel. In case of violation, a cleaning fee of up to CHF 250 may be charged.

11. **Lost & Found**

Lost or forgotten items will only be returned upon request by the guest. The hotel assumes no liability for the loss of personal belongings. Shipping costs are CHF 10.

## **12. Parking**

Public parking spaces are available in Salgesch near the church, subject to a fee. The hotel offers a daily parking permit for CHF 5 per day and vehicle (cash payment only). Two hotel parking spaces are available (not reservable). A disabled parking space is located directly at the hotel and should be reserved in advance if possible.

Additionally, an e-parking space with a charging station is available at a flat rate of CHF 15 per charge.

The hotel assumes no liability for fines, other penalties, or parking-related damages.

## **13. Data Protection**

The hotel collects, stores, and processes guests' personal data exclusively in compliance with applicable legal provisions. For more information, please refer to the privacy policy at [www.hotelarkanum.ch/datenschutz/](http://www.hotelarkanum.ch/datenschutz/)

## **14. Applicable Law and Jurisdiction**

Swiss law applies. The place of jurisdiction is Leuk-Stadt. Any amendments or additions to these terms must be made in writing.

**Hotel Arkanum, 3970 Salgesch, March 2025**