

General terms and conditions

Hotel Arkanum, 3970 Salgesch

Subject matter of the contract

These general terms and conditions govern the legal relationship between you and the Hotel Arkanum. The reservation or order confirmation, which will be sent to you by e-mail / post, serves as the basis.

Cancellation of hotel reservations

If you have reserved a room, we will hold the room for you until 6 pm on the day of arrival. If you do not arrive by this time, or have not informed the hotel of your late arrival, Hotel Arkanum may automatically dispose of the room(s).

In case of early departure, one night will be charged.

- **15 - 7 days prior to arrival = 50% of the lost room rate**
- **0-7 days prior to arrival = 100% of the lost room rate.**

Cancellations of groups/reservations of 6 persons or more

We kindly ask you to inform us of any major changes to your reservation as early as possible and in writing. If the reservation is cancelled in full for reasons for which we are not responsible, the following cancellation fee is generally due:

- **30 -15 days prior to arrival = 25% of the lost room revenue**
- **14 - 0 days prior to arrival = 100% of the lost room revenue**

Option date

Option dates are binding for both parties.

Hotel Arkanum may automatically dispose of the reserved rooms after the option period has expired, unless the customer has sent a written order confirmation. The confirmation must be received by Hotel Arkanum on the last day of the option period.

Payment modalities

We reserve the right to demand advance payment for the reservation in whole or in part. For groups with a foreign billing address, we request a deposit of at least 50% of the total amount. The remaining amount will be paid directly on arrival.

Please note that we do not send invoices abroad.

Visitor's tax

The visitor's tax of CHF 1.80 (child from 6 years CHF 0.90) will be charged additionally per person and night.

Companies

If payment is made by invoice to the company, a written quotation with the name and surname of the guests and the company address/email address for sending the invoice must be provided. Companies with a registered office abroad must pay the invoice directly on site.

VAT

These are included in our prices.

Liability / Duty of care

The hotel room is to be used by the guest with the utmost care. The guest or the company must pay for any damage to property. The hotel declines all liability for theft etc. and in relation to services provided by third parties.

We are happy to store valuables for you in the hotel safe against receipt.

Lost property

Lost property **will only be forwarded at the guest's request.** The Hotel Arkanum accepts no liability in the event of loss of personal belongings and valuables. This applies to the time during your stay as well as in the case of returned items. The guest bears the costs and the risk for the reshipment.

Parking

In Salgesch, charges apply to all public parking areas. Our guests are welcome to obtain parking permits (daily flat rate CHF 5.00) on site and **pay for them in cash.** We also have two hotel parking spaces which are available to our guests but cannot be reserved. We also have a parking space for disabled persons.

Applicable law, place of jurisdiction

Swiss law is applicable to the legal relationship between you and the Hotel Arkanum. Leuk-Stadt is agreed as the place of jurisdiction.