

## **General terms and conditions**

### **Business hours**

Bocken is open continuously from Monday to Friday and on request also on weekends. From Friday to Monday we open up our hotel tract from 10 booked hotel rooms.

### **Restaurant und banquet**

If no other written agreement has been made, the organiser is obliged to obtain all food and drinks from the Seminarhotel Bocken. Otherwise, a concession fee agreed in advance will be charged.

### **Reservations**

Reservations for function rooms and hotel rooms as well as agreements on other services will be confirmed in writing to the event organizer by the Bocken and are binding upon both parties. Provisional bookings will be held open for one month maximum or by agreement.

### **Number of participants**

The number of participants registered up to two working days before the event is binding and serves as the minimum-charging basis for meals. We reserve the right to recalculate and organize the event due to the definite number of registered guest.

### **Charging times / technical equipment**

Our rooms are fully available to you for the duration of the rental period. For the use of rooms beyond agreed hours (e.g. setting up the day before or dismantling the following day), we will charge the room rental according to the price list. The cost of our function rooms includes one beamer, one overhead-projector, screen, flip-chart, pin board and moderation material. Additional technical equipment or services will be charged according to our price-list.

### **Surcharges**

We reserve the right to adapt prices for special requests and services. After midnight an hourly surcharge applies in accordance to the price list.

### **Waste disposal**

The organizer is fully responsible for the disposal of delivered material. Occurring costs will be charged.

### **Terms of payment**

Seminar invoices are payable within 30 days from the date of invoice without deduction. Banquet invoices are payable within 10 days from the date of invoice without deduction.

### **Liability**

The event organizer is liable for the loss and damage caused by employees, supporting staff or event participants. To avoid damage, the use of decoration material and other objects must be agreed upon with Bocken. In particular on the walls, no glue or other adhesive materials shall be applied. The event organizer must always ensure that such material is in accordance to fire regulations.

### **Advertising Material**

Promotional material or banners etc., may only be set up outside the rented premises in consultation with the hotel associated with an additional surcharge.

## Pets

Pets are only permitted at the hotel if the guest has made this request prior to arrival. The hotel reserves the right to charge for additional costs that may occur due to excessive cleaning requirements or repairs. Any guest bringing a pet onto the hotel property is responsible for the supervision of the pet during the entire stay in accordance with local laws. Pets are allowed in the bar and hotel rooms. In restaurants and meeting rooms pets are forbidden.

## Insurances

Insurance for objects, clothes and material brought to the event is within the event organizer's responsibility. Bocken refuses to take any responsibility for theft and damage.

## Terms of cancellation

Cancellation of events must be confirmed as soon as possible in writing to Seminarhotel Bocken. The following cancellation fees apply for full or partial cancellation of seminars and room reservations\*:

Days prior to event	up to 19 persons	from 20 persons
60-40 days	25% of room rental and hotel rooms	50% of room rental and hotel rooms
39-30 days	40% of room rental and hotel rooms	50% of room rental and hotel rooms
29-20 days	60% of all agreed services	75% of all agreed services
19-06 days	75% of all agreed services	80% of all agreed services
05-03 days	80% of all agreed services	100% of all agreed services
2 working days	100% of all agreed services	100% of all agreed services

\* Subject to these annulation fees are all prior agreed upon services and product such as room rentals, catering and overnight stays as well as services by third party suppliers.

Up to 5 days before the event, 10% of the booked hotel rooms can be cancelled free of charge. If the cancellation exceeds 10%, the above mentioned terms take effect.

If we are able to rent out the cancelled function rooms and/or hotel rooms to a different party, we will not charge any cancellation fees.

## Early departure / No Show

If the guest departs early, the hotel is entitled to charge 100% of the booked services. The hotel will try to resell the cancelled rooms / services to a third party. Should the hotel succeed in reselling to a third party for the same time frame, the total owed by the guest for the cancellation respectively early departure will be reduced accordingly. If the guest does not show up ("no-show"), 100% of the booked services will be charged.