

General Terms

Subject of contract

These terms and conditions govern the legal relationship between you and the Hotel Arkanum. Our confirmation of your reservation or booking, which will be sent to you by post or e-mail, serves as basis thereof.

Cancellations of hotel reservations

If you have made a reservation for a room without a guarantee by means of a credit card, we will keep the room reserved for you until 4:00 p.m. of your arrival date. Should fail to turn up after 4:00 p.m, the Hotel Arkanum will automatically be entitled to void your reservation and offer the room in question to other customers.

If you have guaranteed your reservation by means of your credit card, yet decide to not make use of the reservation, we request you to cancel it at least 24 hours before the day of arrival. For late cancellation or default of appearance (no show), late arrival or earlier than scheduled departure, one night's rate will be charged as a matter of principle. If we are able to occupy the room, we will, as a matter of course, abstain from billing.

For reservations made via a tour operator, the pertaining conditions for reservations and cancellations apply as indicated. If upon making the reservation online a wrong credit card number is entered, we would consider the reservation as not guaranteed.

Cancellations of reservations for groups or more than 6 persons

We request you kindly inform us in writing of essential modifications with regard to your reservation as soon as possible. If, due to reasons beyond our responsibility, the reservation is completely cancelled, the following flat charge for cancellations will be charged as a matter of principle:

- 30 to 15 days prior to arrival = 25% of the total invoice
- 14 to 5 days prior to arrival = 50% of the total invoice
- 4 to 0 days prior to arrival= 100% of the total invoice

Dates of options

Dates of options are binding for both parties to the contract. After expiry of the provided option date, the Hotel Arkanum is automatically entitled to utilize the reserved rooms/accommodations, unless the customer has sent a written confirmation. Said confirmation must have arrived at the Hotel Arkanum by the deadline given.

Mode of payment

We reserve our right to demand total or partial advance payments for the reservation. For groups with a billing address abroad, we request you to communicate the respective credit card number and the expiry date in order to guarantee the reservation. Please note that we do not send invoices abroad.

City Tax

The city tax of CHF 1.80 per person (Child CHF 0.90) per night is charged in addition to the principal amount.

companies

In the case of payment by invoice to the company, a written cost estimate with the guest's surname and first name as well as the company address must be available.

Value Added Tax (VAT)

VAT is included in the rates.

Liability / Duty of Care

The hotel room is to be used and treated by the guest with the utmost care. For damages incurred, the guest or company will be required to pay. The hotel disclaims any liability for theft etc. and with regard to third party obligations.

Lost property

Lost property items will only be forwarded on request of the customer. Hotel Arkanum does not accept liability for the loss of your personal belongings or valuables. This applies both, to the duration of your stay at Hotel Arkanum and in case of return deliveries. Forwarding expenses and risks incurred are to be borne by the customer.

Applicable law and court of jurisdiction

The legal relationship between you and the Hotel Arkanum is governed by Swiss Law. Venue or court of jurisdiction is in Leuk Stadt.