

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 reserved a room without guaranteeing the reservation by credit card, we will keep the room available for you until 6 pm on the day of arrival. If you do not show up by that time, or if the hotel has not informed you of your later arrival, the Hotel Arkanum can automatically dispose of the room(s).

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

- 14 - 7 days before arrival = 50% of the lost room turnover

- 0-7 days before arrival = 100% of the lost room turnover

Cancellation of groups/reservations from 6 persons

We kindly ask you to inform us as soon as possible and in writing of any significant changes to your reservation. If the reservation is cancelled in full without our fault, the following cancellation fee is generally owed:

- 30 - 15 days before arrival = 25% of the lost room turnover

- 14 - 0 days before arrival = 100% of the lost room turnover

Option date

Option dates are binding for both parties. The Hotel Arkanum can automatically dispose of the reserved rooms after the expiration of the option period, unless the customer has sent a written confirmation of the order. The confirmation must have arrived at Hotel Arkanum on the last day of the option period.

Terms of payment

We reserve the right to demand advance payments for the reservation in whole or in part. For groups with a foreign billing address we ask for 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) is charged additionally per person and night.

Companies

If payment is made by invoice to the company, a written estimate must be submitted with the guest's name and first name and the company address. Companies based abroad must pay the invoice directly on site.

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.

Salgesch, 26.12.2018