

General terms and conditions

Subject of the contract

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

Cancellations of hotel reservations

If you have reserved a room without guaranteeing the reservation by credit card, we will hold the room for you until 6 pm on the day of arrival. If you do not show up 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 in principle.

- 14 - 7 days before arrival = 50% of the lost room rate
- 0-7 days before arrival = 100% of the lost room revenue

Cancellation due to corona illness or quarantine will be assessed on a situational and accommodating basis. Important: Please inform us as soon as possible if you cannot arrive. The earlier we have the information, the sooner we can still pass on the room. In the event that your room could be occupied, you will not incur any more costs.

Cancellations of groups/reservations of 6 persons or more

We ask you to inform us as early as possible and in writing of any significant changes to your reservation. If the reservation is cancelled in full for reasons beyond our control, the following cancellation fee is generally owed:

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

Cancellation due to corona illness or quarantine will be assessed on a situational and accommodating basis. Important: Please inform us as soon as possible if you cannot arrive. The earlier we have the information, the sooner we can still pass on the room. In the event that your room could be occupied, you will not incur any more costs.

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 request advance payments for the reservation in whole or in part. For groups with a foreign billing address we ask you for a deposit of at least 50% of the total amount. The remaining amount will be paid directly on site upon arrival.

Please note that we do not send invoices abroad.

Tourist 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

In case of a payment method by invoice to the company, a written estimate with the name and surname of the guest and the company address must be provided. Companies with a registered office abroad must pay the invoice directly on the spot.

Value added tax

This is included in the price.

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 any liability for theft, etc. and in relation to services provided by third parties. We are happy to store valuables in the hotel safe for you against receipt.

Lost and found

Lost property will only be forwarded upon request of the guest. Hotel Arkanum assumes no liability in case of loss of personal belongings and valuables. This applies to the time during your stay, as well as in the case of returns. The costs and the risk for the reshipment are borne by the guest.

Parking spaces

New parking fees apply in Salgesch on all parking areas from January 2021. Our guests are welcome to obtain parking permits on site and pay them in cash with us. In addition, we have two hotel parking spaces that 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 town is agreed as the place of jurisdiction.