

General Terms and Conditions (GTC)

Object of a Contract

These terms and conditions govern the legal relationship between "B & B Caffètino-Vino" and its guests. As a basis, the reservation confirmation will be sent to guests via e-mail, fax or via mail services.

Contract Closing

With the acceptance of a written, via telephone, electronic or personal booking and the notification of our confirmation, a contract will be set up between the guest and the "B & B Caffètino-Vino". The present GTC are part of this contract. Messages via e-mail are legally considered written messages.

Price Changes and Foreign Currencies

Particularly with the introduction of new or increased state taxes (ex. VAT, local taxes, etc.), the "B & B Caffètino-Vino" published prices can be amended.

If you pay in foreign currencies, the daily mid-rate of the Zürcher Kantonalbank (ZKB) is used for the conversion.

Mandatory Advance of the Guest and Consequences of Non-Compliance

The guest is obliged to pay the entire tax due for the booked package price at the commencement of the stay. The guest will be informed of the set deadline for payment beforehand by the "B & B Caffètino-Vino" from case to case; this may be prior to commencement of stay, especially for longer stays or booking more than one room.

If the agreed payment deadline is not met as outlined, the "B & B Caffètino-Vino" has the right to withdraw from the contract without compensation and to entrust the deliverables to third parties.

For groups and reservations of six or more, and for reservations of companies or other institutions, at least 50 percent of the amount will be charged ahead of time.

When one exceeds the amount owed, not within the agreed time with us, the "B & B Caffètino-Vino" automatically has the right to take back the room and to entrust the room to third parties.

Cancellations of Reservations

If you have reserved a room without guaranteeing the reservation by credit card we will hold the room until 6 pm. However, you have the opportunity to inform us by phone about your delay. If this is not done, the "B & B Caffètino-Vino" automatically has the right to take back the room and to entrust the room to third parties.

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If the reservation is completely cancelled without notice to "B & B Caffètino-Vino", the following cancellation flat rates will be charged:

- Up to 7 days prior to arrival: the reservation can be cancelled by the guest in writing, (preferably by e-mail) or the dates can be transferred, the guest has no charge.
- Up to 48 hours before the arrival date: the reservation can be canceled by the guest in writing (preferably by e-mail) or be rebooked. Expenditure arising from the cancellation or rebooking at a flat rate of CHF 50. - will be charged.
- Less than 48 hours before the date of arrival: We charge the full amount and no payments already made will be refunded.

These respective periods are calculated before 12 o'clock (midday) the day of arrival and the cancellation must be handed over to "B & B Caffètino-Vino".

The "B & B Caffètino-Vino" may cancel reservations without explanation and refuse guests from entering. There is no obligation to provide accommodation.

For reservations made through online portals, the indicated respective reservation and cancellation conditions apply. We electronically test credit cards. If an invalid credit card statement is provided, we look at the booking as having failed.

VAT

The VAT is included in all prices.

Check-In

Rooms are available by appointment for check-in. Check-in is at (normally the earliest possible) 2 pm till 6 pm. Later check-in can be made possible on request. At check-in, the personal checks and open bills must be paid. Inform us by phone if you will arrive late so that we also can plan your arrival.

Check-Out

Unless otherwise agreed, the room must be left by 11 am the day of departure and the key is to be delivered to the staff. If not timely in checking out, there will be a late fee of CHF 30. - charged.

Liability / Duty of Care

The rooms are to be used by guests with the utmost care. It may be used or occupied only by the number of people that are specified in the contract. The guest is not permitted by the "B & B Caffètino-Vino" to rent guestrooms to a third user. The guest is liable in case of offense for the actions of these third parties.

For resulting damages the guests have to pay. The hotel does not accept any liability for theft, etc. also with respect to third-party services.

Disorders of stay such as noise and / or operational restrictions are not entitled to any compensation or refund. The "B & B Caffètino-Vino" is not liable for the further frustration or damages, lost benefits or other intangible losses.

Any claims must be immediately made in writing to the "B & B Caffètino-Vino" asserted no later than five days post departure. Otherwise, the claims shall be considered invalid.

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Lost Property

Found items are forwarded only on request of the guest. The cost and the risk for subsequent shipping are borne by the guest.

Damage of Property

Stolen items (incl. towels) are billed to the customer at the original price. Damages will be shown to a suitable craftsman for repair or renewal and the invoice amount then charged to the customer.

For the circumstances, also a fee of CHF 200 will be asserted. For security reasons, observations of damages can be immediately applied and the alleged amount of damages charged. Once known the definitive amount, the difference shall be credited or debited.

Smoking

In the rooms and the stairwell smoking is prohibited. For smokers on the 1st floor, there is a terrace.

Room Keys

Guests will receive one key per room. On request two keys for the front door and for the room. If you lose a room key the locks will be replaced at a flat rate of CHF 450.00, charged to the guest.

Governing Law and Place of Jurisdiction

The legal relationship between the guests and the "B & B Caffètino-Vino" is that the Swiss law is applicable. The place of jurisdiction is agreed to be Zurich.

The "B & B Caffètino-Vino" has though the right to sue at the residence of the guest.

Richterswil, 17. August 2015