



PURER GENUSS IST BEI
UNS INKLUSIVE
5-STERNE-WOHLFÜHLKLIMA
GOURMET GASTRONOMIE
7-SOURCES-WELLNESS

General terms and conditions

Date 01.11.2012

1. Area of application

These general conditions apply to all services provided by the Hotel Lenkerhof AG in connection with individual guests and room reservations (from 1 to 9 persons or up to 5 rooms). The contracts shall be based on the services agreed upon by the guest and Lenkerhof.

2. Services, prices, payments

Unless otherwise agreed upon, the prices are understood to be in Swiss francs, per person, including the VAT and city tax in effect on the date of the stay, as well as free entrance to the indoor and outdoor pool, sauna park and fitness centre, daily wine tasting and non-alcoholic beverages in the room minibar.

Prices in euros are calculated with the daily exchange rate at the time of check-out.

3. Advance payment

Lenkerhof shall have the right to demand an appropriate advance payment at any time.

4. Method of payment

Invoices including the full cost of the stay are payable at the latest on the day of departure in cash, debit or credit cards.

5. Guest's liability for damage

The guest shall be liable for any and all damage caused by himself, his children or his pets.

6. Liability of Lenkerhof

Lenkerhof shall be liable for loss or damage of introduced items only if caused by intent or gross negligence of its employees. If Lenkerhof must be answerable for third parties, it shall only be liable in case of fault.

Lenkerhof's liability is expressly limited to the payments by its liability insurance. Any additional liability is expressly excluded.

Lenkerhof shall be liable for valuables and cash only if these items are kept in the hotel safe (max. Fr.1.000.-) or were handed over to the reception desk against receipt. Lenkerhof shall not be liable for damage caused by acts of God.

Liability claims expire if the guest does not notify Lenkerhof immediately upon learning of a loss, destruction or damage.

No custody contract exists if the guest is given a space in the hotel garage or on the hotel parking lot, even for a charge. Lenkerhof shall not be liable for loss or damage of

motor vehicles parked on hotel grounds, or their contents, unless the hotel is answerable for intent or gross negligence.

Communications, mail and merchandise for the guest and its guests shall be treated with care. Lenkerhof shall deliver, keep in custody and, upon request, against a fee, forward them. Claims to damages not due to gross negligence or intent are excluded.

7. Cancellation periods

This concerns the cancellation or shortening of a reserved stay. To avoid inconveniences, we recommend taking out travel insurance. The following rules apply in case of a room cancellation: any cancellation must be in writing under specification of all the involved guest names. A cancellation within 7 days of arrival is free of charge (except February and Christmas/New Year period with 21 days). If a cancellation occurs after this period, 100% of the booked arrangement will be charged. The same rule applies for a reduction in days, a delayed check-in or an early departure.

8. Final clauses

The place of performance and payment is the location of the Lenkerhof.

Basis of the introduced general conditions is the german version of "Allgemeine Geschäftsbedingungen". All possible translation errors which might appear are replaced by the german version.

I have taken note of the above General Conditions and declare my agreement with them:

Date and signature