

General Terms and Conditions

I. Applicability of the General Terms and Conditions

These General Terms and Conditions ("GTC") govern the contractual relationship between the person placing the order / event organiser ("the Customer") and Mövenpick Hotels and Resorts Management AG ("the Company") as manager of the Mövenpick Hotel Regensdorf ("the Hotel") for the hire of banquet halls and conference rooms and any additional services (catering, accomodation, inventory, etc.). The GTC shall apply to the contractual relationship between the parties, unless otherwise agreed in writing by the parties.

II. Conclusion of the contract

The Hotel will send to the Customer an order confirmation. The event contract shall come into effect upon the order confirmation being countersigned by the Customer and the payment of the deposit (insofar as such deposit has been required, as is the case for specific events). By the legally valid signing of the order confirmation, the Customer accepts these General Terms and Conditions, which form an integral part of the event contract.

Offers and confirmations by the Hotel are based on the date, time, duration and number of guests, etc. specified by the Customer. In principle, the prices confirmed in writing by the Hotel shall apply, subject to any price modifications incl. changes in taxes. Any changes shall be communicated immediately to the Customer.

Option particulars are binding on both parties. The Hotel reserves the right to dispose of the reserved banquet halls and corresponding services, in the event the Customer does not exercise the option within the option period. The Hotel declines to accept any liability in the event of the desired facilities (venue and services) no longer being available after the expiry of the option date.

III. Withdrawal

The Hotel reserves the right to withdraw, without giving reasons, from an offer or order confirmation, prior to a signed order confirmation being presented or unless a guarantee by a credit card number or prepayment is present.

In case of unforeseen circumstances (fire, strike etc.) the Hotel may terminate the contract without being held liable for damages.

The cancellation by the Customer/Hotel/Company of the confirmed booking must be in writing. This also applies to partially bookings (e.g. hotel rooms, dinner etc.). The following costs* will be invoiced in the event of cancellations being made by the client within the periods below:

Up to 12 guests:	30-14 working days before the event:	25%
	13-7 working days before the event:	50%
	6-0 working days before the event:	100%
Up to 30 guests:	40-31 working days before the event:	25%
	30-11 working days before the event:	50%
	10-0 working days before the event:	100%
Over 30 guests:	70-51 working days before the event:	25%
	50-26 working days before the event:	50%
	25-0 working days before the event:	100%
Over 100 guests:	90-71 working days before the event:	25%
	70-26 working days before the event:	50%
	25-0 working days before the event:	100%
No-Show:	No arrival:	100%

Working days = Monday until Friday; cancellation during the event 100%

* Costs include all agreed revenues, such as room hire, technical infrastructure, accommodation, offers for food and beverages, and services provided by third parties.

The hotel reserves the right to withdraw within the time period specified above.

In the event of a function of equivalent value being held within 6 months of the cancellation, up to 50 % of the cancellation costs shall be credited toward the event costs (not valid for no-shows).



IV. Change in number of participants

Changes in the number of participants in relation to a booking confirmed by the Hotel must be communicated in advance to the Hotel in writing, observing the following notice periods :

- Up to 12 guests 4 working days
- Up to 30 guests 6 working days
- 30-100 guests 8 working days
- Over 100 guests 12 working days

Calculations are based on the number of participants specified in the offer/ order confirmation/ contract and can be reduced by a maximum of 5%.

V. Corkage

Food and beverages may only be brought to the venue if prior written consent of the Hotel has been obtained. A previously agreed consumption charge may be invoiced.

Brought food and drinks have to be in line with the Swiss food legislation and food regulation.

VI. Hotel rooms

All our Hotel rooms are non-smoking. In the case of a guest smoking in one of our rooms, we reserve the right to charge the person or client. The costs for cleaning the room, to once again make it a non-smoking room are up to 250.00 Swiss Francs.

If a violation is found after departure, the cleaning costs will be charged regardless of the payment agreements to the client.

Without written agreement between the Hotel and the client, all guests are required to give a Credit Card guarantee on check in.

VII. Liability and Damages

The Customer shall be liable for damages caused to the premises or the inventory items, or the loss of such items, during the event by the Customer or by event participants. The Hotel may charge the damage or loss to the Customer.

The installation of decorations or any other items without the prior consent of the Hotel is not permitted. All decorations must comply with fire protection regulations. **The organiser is responsible for insuring the items s/he brings with him/her.** The Hotel does not accept any liability for the loss or theft of or damage caused to items brought to the venue by the Customer.

The customer has a valid liability insurance that fully covers any damages caused during the event.

The Customer is responsible for paying for any additional services ordered by the event participants.

If the person placing the order and the organiser are not the same person, the person placing the order and the organiser are jointly and severally liable with respect to the Hotel in respect of contractual and non-contractual claims.

Disturbances and defects in respect of technical or other equipment, devices or material supplied by the Hotel shall be repaired immediately insofar as possible. The organiser may not retain payment or claim a reduction in price in this respect.

VIII. Deposit

The Hotel reserves the right to require a deposit of up to 100 % of the expected return (like room rental, technical infrastructure, accommodation, food and beverage or third party services).

IX. Invoicing

Our invoices are payable net within 10 days of the date of invoice. Complaints may only be considered within 4 days of receipt of the invoice. As a rule, the Hotel does not send invoices abroad.

X. General

Any agreements deviating from these GTC and any supplemental agreements or modifications, variations or supplements to this agreement must be made in writing.

If the Customer produces a significant amount of rubbish, the Hotel reserves the right to invoice a disposal charge.

Exclusive jurisdiction for all disputes arising out of this agreement is at the place of the registered office of the Company.
This agreement is subject to Swiss substantive law.