General Terms and Conditions

Hôtel St. Petersinsel

1. Scope

These general terms and conditions (hereinafter referred to as GTC), apply to all accommodation contracts concluded between the Swiss Design Collection AG as the operating company of Hôtel St. Petersinsel and third parties (guests), as well as to all other services and deliveries provided by Hôtel St. Petersinsel.

2. Conclusion of the Contract / Resale

Following the reservation made by the client or the person authorized by the client, the hotel sends a reservation confirmation by email. The contract between the parties takes effect upon receipt of this confirmation. A reservation made on the day of arrival becomes binding as soon as it is accepted by the hotel.

The resale and/or subletting of reserved rooms is prohibited. In particular, passing on rooms to third parties at prices different from the actual room prices is inadmissible. In such cases, Hôtel St. Petersinsel is entitled to cancel the reservation. The use of the hotel room for purposes other than accommodation is expressly prohibited.

3. Cancellation Deadlines and Advance Payments

Hotel Cancellation terms depend on the reserved rate:

Non-Refundable Rates:
The costs of 100% of the reserved services are charged before arrival, usually immediately after booking, by credit card debit. Reservations made with a non-refundable rate cannot be modified or canceled. No refund will be granted.

Best Available Rate and Corporate Rate Reservations:
This rate offers the highest possible flexibility and no advance payment is required before the cancellation deadline expires (credit card information is for reservation guarantee purposes only). Until 18:00 before the cancellation deadline expires, the reservation can be canceled or modified free of charge. For cancellations or changes after 18:00 after the cancellation deadline or in case of no-show, 100% of the reserved services will be charged.

In summer and winter, and especially during Christmas and sports holidays, special cancellation conditions apply, which are individually indicated in the offers/reservation confirmations.

Cancellation conditions for group bookings or contingents are individually indicated in the offers/reservation confirmations.

4. Cancellation Deadlines and Advance Payments Seminar Rooms and Events

An oral or written confirmation makes the reservation binding. If the number of participants is reduced by more than 10% or the event is canceled entirely, the following prepayment and cancellation terms apply:

90 to 60 days before the event: 30% of the confirmed services
59 to 30 days before the event: 50% of the confirmed services
29 to 15 days before the event: 75% of the confirmed services
14 to 01 days before the event: 100% of the confirmed services

Taxes, Fees, Charges
The prices displayed are in CHF, including service and VAT. State lodging and overnight taxes per person and per night are charged in addition to the displayed prices.

5. Payment Conditions

The hotel is entitled to request an appropriate deposit or guarantee at any time. If the client does not fulfill the deposit or guarantee obligation in due time, the hotel is authorized to withdraw from the contract after setting a reasonable grace period.

If no deposit is made, the total invoice amount must be paid at the latest upon departure by the client by credit card (Master, VISA, American Express), debit card (EC/Maestro), or in cash. Common foreign currencies (euro, dollar, pound) are accepted at the daily rate with a 3% surcharge. If payment by invoice has been agreed upon, this amount is due without deduction 15 days after the invoice date. In case of payment default, the hotel may charge late payment interest. Payment by invoice is onlay possible for companies with a location in Switzerland.

6. Use of Reserved Rooms / Check-in and Check-out Times

Reserved rooms are available to the guest from 15:00 on the arrival day until 11:00 on the departure day. In case of early departure or late departure, the hotel endeavors to accommodate, upon timely request and depending on availability, possibly for a fee. There is no entitlement.

If the room is occupied longer without prior agreement and approval from the hotel, the hotel may charge up to one additional night's cost.

In cases where the guest cannot arrive or arrive on time due to force majeure (flood, earthquake, etc.), the payment obligation is canceled. The guest must prove the impossibility of non-arrival. However, the payment obligation for the booked stay resumes from the moment arrival is possible.

7. Group Bookings / Room Contingents

For group bookings, the client must submit a complete list of participants with the first and last names of all guests as well as instructions regarding cost allocation between the client and the overnight guest, no later than 21 days before arrival. If the booked contingent is not fully utilized, the unused rooms will be put back on sale. The general cancellation rule for group bookings and contingents allows reservation cancellation up to 90 days before arrival. Individually agreed cancellation conditions remain reserved in any case.

8. Liability

The hotel is liable for items brought in by guests in accordance with legal provisions. The hotel is only liable for damages in cases of intent or gross negligence. Liability for minor negligence is expressly excluded. If any of our guests suffer damage or are not satisfied with the hotel services, this must be reported immediately to the hotel management, otherwise, the guest cannot assert any rights.

9. Confidentiality

Confidentiality is a high priority at Hôtel St. Petersinsel. When you make reservations through our website and/or send inquiries to us, we require personal information from you, such as your name and email address. We will treat this data confidentially and use it exclusively for the individual information of our customers, tailored to their interests and needs as well as for statistical and marketing purposes for our own activities. Data processing should enable us to adapt our website and our own service offerings to the users' needs. Data processing is also carried out, in particular, for market analysis and to determine interest in the diverse hotel offering to draw conclusions for the customer-oriented design of this tourist service offer. Any other use of your personal information, especially its sale to third parties, is expressly excluded.

10. Brought Food and Beverages

Consuming brought food and beverages in public areas is prohibited. Breakfast can only be taken in the designated areas. No food or drinks from the buffet may be taken. Food preparation is prohibited in the rooms.

11. Smoking Policy at the Hotel

Hôtel St. Petersinsel is a non-smoking establishment. Smoking is prohibited throughout the hotel. If a guest smokes in the rooms or public area, we charge a cleaning fee (curtains, furniture, carpet, etc.) of CHF 200.00. If the hotel room cannot be re-rented the next day due to residual smoke smell, an additional night is charged at the hotel rate. All rooms and guest rooms are equipped with smoke detectors connected to a fire alarm center. In case of a fire alarm caused by the guest's fault, all costs incurred in direct connection with it, such as the fire brigade's deployment or the follow-up costs for restoring operational conditions, are to be borne solely by the cause.

12. Lost Items

Lost items are kept for six months. All valuables are handed over to the public lost property office within a week.

13. Pets

Bringing a pet requires the approval of Hôtel St. Petersinsel. The guest must announce the wish to bring a pet in advance. If Hôtel St. Petersinsel agrees to the pet's presence, this is under the condition that the pet is under the constant supervision of the guest, is free of diseases, and poses no danger to hotel guests and staff. A special room cleaning fee of CHF 35.00 per pet per night without food is charged. Any damage caused by animals in the room must be covered by the animal's owner or guest. Animals must always be kept on a leash in public areas. Exceptions are guide dogs for the blind, hearing dogs, and other comparable service dogs, which may be carried free of charge at any time.

14. Final Provisions

Changes or additions to the contract or reservation confirmation are, where possible, always made in writing. Unilateral changes or additions are ineffective. By making an online booking, booking through a travel agency or online travel agency, or by unilaterally confirming a booking by the guest, the guest accepts our "General Terms and Conditions." The contract is exclusively subject to Swiss law. The exclusive jurisdiction is agreed upon as Bern, Switzerland.

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