



General Terms and Conditions - Schäfer Hotel AG

Subject matter of the contract

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

Cancellation conditions | Room

If you have guaranteed your reservation by credit card and you cannot/won't take the reserved service, we ask you to cancel the reservation at least 48 hours before the arrival day. In case of late cancellation, no-show, late arrival or early departure, the booking will be charged.

For reservations via online portals, the respective reservation and cancellation conditions apply. Credit cards are electronically checked by us. In case of an invalid credit card information, we consider the reservation as not guaranteed.

Cancellation of group reservations of 3 rooms or more

We kindly ask you to inform us as early as possible and in writing of any major changes to your reservation. If the reservation or a partial reservation is cancelled for reasons for which we are not responsible, the following cancellation fees are generally owed:

29 to 15 days prior to arrival:	50% of the lost room revenue
14 to 3 days prior to arrival:	75% of the lost room revenue
48 hours/after before arrival:	100% of the lost room revenue

Cancellations | Restaurant

A table reservation for 6 guests or more can be cancelled free of charge 48 hours before arrival. If we receive a cancellation after the mentioned 48 hours, we will charge your credit card with CHF 50.00 per person. If the table reservation is postponed to a defined date, no costs will be charged.

Options

Option dates are binding for both parties. Hotel Restaurant Krone Regensburg 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 on the last day of the option period.

Cancellation conditions meetings | celebrations

Changes for banquets or meetings must be communicated as early as possible and in writing. If the reservation is cancelled, the following cancellation fees are generally owed:

90 to 31 days before the event:	50% of the reserved services
30 to 3 days before the event:	75% of the reserved services
3 days to the day of the event:	100% of the reserved services

Changes in the number of participants for conferences | celebrations

Changes in the number of participants must be communicated at least 3 working days before the event. Otherwise the confirmed number of persons will be charged.

Payment modalities

We reserve the right to demand advance payment for the reservation in whole or in part. For groups with a foreign billing address, we ask for your credit card number with expiration date as a guarantee. Please note that we do not send invoices abroad.

City Tax

The City Tax of CHF 2.50 will be charged additionally per person and night.



Value Added Tax

This is included in the price and amounts to 3.7% for hotel room rates including breakfast. All other services are charged with 7.7%.

Liability | Duty of Care

The hotel rooms as well as all public premises are to be used by the guest with the utmost care. The person causing the damage is liable for any damage to property. The hotel declines any liability for theft and in relation to services provided by third parties. Smoking is not permitted in the hotel premises.

Furniture

We kindly ask you to leave the antique furniture & valuable design piece at the chosen place.

Cameras in the house

The cameras monitor public areas such as the lobby, hallways and boutique. They do not record private areas such as guest rooms or restrooms. All cameras in the hotel are operated in accordance with applicable privacy regulations. Recordings are used for security and surveillance purposes only and are only shared with third parties when required by law or in connection with the prosecution of crimes.

iPads

We would like to emphasize that the use of iPads is free of charge, but we reserve the right to charge a fee if a guest has damaged or lost the iPad. We ask our guests to treat the iPads with care and ensure that they are returned upon departure. We would also like to point out that all data stored on the iPads will be automatically deleted at check-out to protect the privacy of our guests.

Coming home to friends

Our house is an oasis of well-being & a dignified place to offer something good to the soul. We ask for mutual consideration, tolerance & respect.

Activities

All social programs & activities are to be discussed and approved in advance with the host. No activities are allowed in the town of Regensburg after 6:00 pm.

Lost property

Lost property will only be forwarded upon request of the guest. The guest bears the costs and the risk for the forwarding.

Four-legged companion

Dogs are allowed during your stay at the Krone Regensburg but must be kept on a leash and the Krone team must be informed in advance.

Data protection regulation

The data provided will not be disclosed to third parties. The whole regulation can be found on the homepage.

Applicable law | Place of jurisdiction

Swiss law is applicable to the legal relationship between you and the Hotel Restaurant Krone Regensburg. Dielsdorf is agreed as the place of jurisdiction.

Regensburg in April 2023