

General Terms and Conditions (GTC)

Validity

These GTC apply to all reservations at Hotel and Restaurant Neuhaus zum See for private or corporate customers. Any deviating conditions apply only if agreed upon in writing.

Offers

Unless otherwise stated, offers are valid for 10 days from the date of issue. Without feedback from the guest, the hotel and restaurant Neuhaus zum See may thereafter freely dispose of the rooms and premises.

Reservations / Conclusion of contract

Reservations are considered binding as soon as an offered service has been confirmed in writing.

Prices

Prices are stated in the order and include the applicable Swiss VAT rates. Unless otherwise stated, tourist taxes are charged additionally.

Payment Terms

Invoices are payable within 14 days.

After 30 days, a default interest of 5% will be charged.

The following payment methods are accepted: Swiss francs, euros, Maestro, Mastercard, Postcard, Visa, and REKA.

Arrival and departure

Rooms are available from 3:00 PM on the day of arrival and until 11:00 AM on the day of departure. Early check-in or late check-out may be arranged with reception.

If the room is used beyond the agreed time without prior arrangement, the following may be charged:

- 50% of the daily room rate for departures before 6:00 PM
- 100% of the daily room rate for departures after 6:00 PM

Pets

Dogs are welcome at the hotel and restaurant.

They must be kept on a leash in corridors, public areas, and throughout the premises.

A fee of CHF 15.00 per dog per night (excluding food) will be charged.

Pet owners are liable for any damage caused to the hotel or third parties.

Dogs are not allowed at the breakfast buffet.

Parking spaces

Parking is subject to a fee for day visitors and restaurant guests.

Outdoor parking is free for hotel guests.

Parking permits for hotel guests are issued at reception and must be clearly displayed behind the windshield.

The hotel assumes no liability for damage to vehicles.

Number of participants

The organizer must inform the hotel/restaurant of the final number of participants for group bookings and events at least 48 hours before arrival or the event.

The reported number is binding and will be charged accordingly.

Cancellation policy

Seminars/events

Cancellations must be communicated to the hotel in writing as early as possible.

If a reservation is fully canceled without fault of the hotel, the following cancellation fees apply:

Larger events

From 6 months before the event: flat fee CHF 200.00

From 30 days before the event: 20% of agreed costs

From 20 days before the event: 50% of agreed costs

From 4 days before the event: 100% of agreed costs

Smaller events

Up to 10 days before the event: free of charge

From 9 days before the event: 20% of agreed costs

From 5 days before the event: 80% of agreed costs

From 4 days before the event: 100% of agreed costs

*The last reported number of persons is decisive.

Room reservations for up to 5 rooms

Cancellations up to 5 days before arrival are free of charge.

For cancellations less than 5 days before arrival, up to 3 nights will be charged in full.

Early departures are treated as cancellations and will be charged from the date of notification, up to a maximum of 5 nights.

Room reservations of 6 rooms or more

Up to 30 days before arrival: no charge

30 to 15 days before arrival: 25% charged

14 to 8 days before arrival: 50% charged

7 to 3 days before arrival: 75% charged

Less than 3 days before arrival, no-show, or early departure: 100% charged

Liability for damages

The guest is liable for any damage caused intentionally or negligently to the property of Neuhaus Manor Farm AG, its employees, or third parties.

The hotel is liable within the framework of Swiss Code of Obligations provisions.

The hotel accepts no liability for services arranged through third parties.

Lost property

Lost items will only be returned upon request and at the guest's risk and expense.

Items are stored until the end of the respective year. After that, they are transferred to the official lost property office in Interlaken.

The hotel assumes no liability for loss or damage during return by post or courier.

Severability Clause

If one or more provisions of these GTC are or become invalid or unenforceable, the validity of the remaining provisions remains unaffected.

Invalid or unenforceable provisions shall be replaced by the relevant statutory regulations. The remaining provisions remain binding.

Place of jurisdiction

All disputes shall be subject exclusively to the competent court for the municipality of Unterseen, Canton of Bern.

Swiss law shall apply exclusively.