

## **General terms and conditions of business and cancellation**

We are glad that you have chosen the 7132 hotel for your stay and thank you for the reservation. We are happy to provide you with our general terms and conditions of business and cancellation, which apply to a definitive booking.

### **RESERVATIONS**

The 7132 Hotel confirms all booked services in writing. The reservation confirmation we have sent in writing is binding.

#### Seminars and banquets:

The written confirmation of the reservation must be signed and returned. After that, the booking is considered binding.

### **DATA PROTECTION**

We undertake to safeguard the confidentiality of your personal data and we comply with all Swiss data protection provisions. Your personal information will be collected for administrative and marketing purposes, as well as for a customer-oriented high quality service. We ask for your consent upon arrival in order to use your personal data for postal or electronic mailing of advertising material. You may withdraw this consent at any time and without providing a reason.

### **CREDIT CARD**

We reserve the right to record your credit card information (credit card and security number) to guarantee the booking made. Your credit card will not be charged in advance and the credit card number is stored in encrypted form with us.

### **OPTION**

A reservation expires after the expiration of the option unless we receive a written confirmation. After sending out an offer, the hotel guarantees an option period of 7 days. For spontaneous booking requests, option dates may be limited to hours or to a shorter time frame.

#### Seminars and banquets:

A reservation expires after the option expires unless we have written confirmation. After receiving the offer, the hotel guarantees an option period of 14 days. If it is a spontaneous booking, the option date can be limited to hours or a shorter period of days.

### **PAYMENT**

Invoices must be paid in full at the latest on departure. The following payment methods are accepted: Cash, Maestro, Postcard, Visa, MasterCard, American Express, Diners Card, JCB Card, TWINT Mobile App.

### **Seminars and banquets:**

Generally, invoices must be paid in full within 30 days after receipt. We reserve the right to request prepayment or payment of the invoice immediately after the event.

### **CANCELLATION POLICY**

If prevented or not used:

You can cancel or change your reservation free of charge up to 2 days before arrival. In case of later cancellation, early departure and no show, 100% of the accommodation rate will be charged as cancellation fees.

### Seminars and banquets:

Upon confirmation, we ask you to guarantee the booking with a credit card or advance payment of 50%. You might cancel or change your reservation free of charge up to 90 days before arrival. Afterward, and up to 14 days before arrival, we charge a cancellation fee of 50% of the total amount, including meeting flat rates.

### **OBLIGATORY NUMBER OF SEMINARS AND BANQUETS**

We kindly ask you to inform us of the exact number of participants in writing at least 48 hours before arrival. This number is binding and will be invoiced as a minimum number of participants. If there are more participants, please let us know accordingly.