

General Terms and Conditions (GTC)

These terms and conditions govern the contractual relationship between the customer and Hotel Boldern AG. We kindly ask you to read the following terms and conditions, which form part of the contract, carefully. Thank you for your attention.

1 General Reservation Conditions

A contract is concluded between the Organiser and Hotel Boldern AG when an offer from Hotel Boldern AG has been confirmed in writing by the Organiser or an enquiry from the Organiser has been confirmed in writing by Hotel Boldern AG. Changes to the content of the contract are only binding once they have been confirmed in writing by Hotel Boldern AG.

1.1 Offers and Options

The acceptance period for offers from Hotel Boldern AG is 7 days, unless another period has been agreed. Hotel Boldern AG reserves the right to withdraw from an offer for important reasons. After expiry of the option period, Hotel Boldern AG reserves the right to dispose of the reserved dates and services unless a written, mutually signed order confirmation has been received.

1.2 Prices and Exchange Rates

The prices are in CHF and include the statutory value added tax. All published prices are subject to change at any time. Only those prices that are confirmed in writing are valid. Hotel Boldern AG cannot grant any deductions if certain hotel services are not utilised.

The city tax is levied by Zürich Tourism and amounts to CHF 3.50 per person/night.

1.3 Credit Cards

Hotel Boldern AG reserves the right to request a valid credit card as a guarantee for a booking. This must be valid until at least the date of departure. Your credit card will not be charged at the time of contract conclusion and serves only as a reservation guarantee. After the free cancellation period has expired, Hotel Boldern AG reserves the right to block an amount on your credit card. The definitive charge will be made at the earliest at the time of your arrival. Your credit card details are encrypted using proven SSL technology. Each transaction is authorised online with the relevant credit card company.

1.4 Use and Duration of Use of Rooms and Facilities

The period of use of the rooms for the organiser is specified in the offer as well as in the reservation confirmation. Outside of these times, Hotel Boldern AG may freely dispose of rooms at any time.

Hotel rooms are ready for occupancy on arrival at 3.00 pm. On departure, the rooms must be vacated by 11.00 am. If the room is returned after 11.00 a.m., the hotel may charge 50% of the room rate. In the event of departure after 6.00 pm, 100% of the room price will be charged.

1.5 Bringing Food and Beverages

With the exception of consumption in the hotel room, it is not permitted to bring food and drink into the hotel. Exceptions require a written agreement with Hotel Boldern AG. A tap fee or plate fee will be charged per purchasing guest.

1.6 Number of Participants

The organiser agrees to notify Hotel Boldern AG of changes to the number of participants as early as possible.

1.7 Room Rental

Generally, no room hire is charged for banquets, but there is a minimum consumption. If rooms are rented for sales purposes or for events without F&B consumption, the hotel reserves the right to charge the minimum consumption as rent.

1.8 Dogs

Dogs are permitted in the public areas of the hotel, the outdoor area and in the restaurants, provided they are kept on a lead and do not cause any disturbance to the hotel and/or guests. Dogs are permitted in individual rooms by prior arrangement.

1.9 Security

We would like to point out that some public areas are under video surveillance for your safety.

2 Cancellation Policy for Individual Hotel Bookings (up to 9 rooms)

2.1 Cancellation Deadlines

The cancellation deadlines depend on the rate booked and can be found in the respective reservation confirmation.

2.2 Special Rates

The Non Refundable Rate offer requires full prepayment by credit card at the time of booking. In the event of a change or cancellation there is NO right to a refund.

3 Cancellation Policy for Seminars, Meetings, Banquets and Events

3.1 Cancellations

Cancellations of events must be communicated to Hotel Boldern AG as early as possible and in writing. The following cancellation fees apply for full cancellations of banquets, seminars and room reservations:

Cancellation of Events and Exclusive Room Bookings

up to 60 days before the event no costs

59 up to 30 days before the event: 25% of the total arrangement

29 to 15 days before the event: 50% of the total arrangement

14 to 7 days before the event: 75% of the total arrangement

Within 1 week before the event: 100% of the total arrangement

Total arrangement = confirmed service x registered number of guests.

Cancellations must be made in writing. The date of receipt of the cancellation by Hotel Boldern AG is decisive for the calculation.

The basis for invoicing is the number of participants, the reserved services and offers and the duration of the event, which are stated in the signed offer.

3.2 Reduction in Number of Participants

No costs up to 60 days before the event

59 to 30 days before the event: free cancellation of max. 20% of participants

29 to 15 days before the event: free cancellation of max. 15% of participants

14 to 7 days before the event: free cancellation of max. 10% of participants

<7 days before the event: 100% of the last registered number of participants will be charged.

The basis for invoicing is the reserved services such as daily packages, overnight stays and rooms.

3.3 Cancellation of Banquets with Undetermined Offers

For banquets where no specific offer has yet been defined, the minimum consumption is used as the basis for invoicing.

If the selection has already been made, the total price of the ordered catering offer applies as the reserved service.

If no minimum consumption is charged and no selection has been made, the following applies:

- for full meals: CHF 50 multiplied by the number of persons reserved

- for aperitifs and snacks: CHF 25 multiplied by the number of persons reserved

4 Cancellation Policy for Group Bookings (from 10 rooms)

up to 60 days before arrival no costs

59 to 30 days before arrival: 25% of the total arrangement

29 to 15 days before arrival: 50% of the total arrangement

14 to 7 days before arrival: 75% of the total arrangement

Within 1 week before arrival: 100% of the total arrangement

Arrangement = confirmed service x registered number of guests. We kindly ask you to make the cancellation in writing.

5 Withdrawal by Hotel Boldern AG

If Hotel Boldern AG has reasonable grounds to believe that the event or the arrangement may jeopardise the smooth running of the business, the security or the reputation of the hotel, or if there is an incident of force majeure, or if the organiser has not complied with the agreed payment terms in accordance with Section 9.1 of these Terms and Conditions, Hotel Boldern AG is entitled to terminate the reservation agreement at any time without compensation. In all cases, the Organiser may not assert claims for damages against Hotel Boldern AG.

6 Additional Efforts

6.1 Surcharges for Evening Events

For events that last beyond midnight, a police hours extension is required, which is charged to the organiser at CHF 150. The authorisation must be requested at least 4 weeks before the event. After midnight, the organiser will be charged CHF 200.00 night surcharge per hour or part thereof, regardless of the number of remaining guests. The night surcharge can be extended up to maximum 04.00 am.

6.2 Extraordinary On-Site Staff Efforts

Clean-up work, rearrangements, waste disposal and cleaning work and similar expenses not listed in the order confirmation will be invoiced. Only easily detachable adhesive strips may be used to attach decorations. The use of nails and screws etc. must be avoided.

6.3 Preparations

The additional preparation time required for setting up and dismantling seminars or exhibitions is deemed to be payable.

7 Payment Terms

7.1 Payment Period

Hotel Boldern AG invoices are due for payment without deduction within 30 days of the invoice date. For payment reminders after the expiry of the payment deadline, an administrative fee of CHF 30 per payment reminder will be charged.

7.2 Advance Payments

Hotel Boldern AG reserves the right to demand a deposit of 50% for individual bookings or 75% for banquets and seminars or any other individually agreed advance payment. For reservations with a foreign billing address or reservations from abroad, a deposit of 100% of the reserved service is due. If the organiser defaults on payment of the deposit, Hotel Boldern AG is entitled to withdraw from the contract in accordance with Section 5 of these Terms and Conditions. If the event is cancelled, the deposit will be deducted from the cancellation invoice.

7.3 Payment by Participants

The organiser is liable for any unpaid invoices from participants.

8 Liability

8.1 Principle

Hotel Boldern AG is liable to the customer for intentional or grossly negligent contractual or non-contractual damage. The customer is responsible for proving fault. Liability for damage caused by slight negligence and liability regardless of fault shall not apply.

8.2 Theft & Damage

Hotel Boldern AG accepts no liability for theft or damage to items, clothing or materials brought in by guests, organisers, speakers, participants or third parties. This also applies to vehicles parked in the hotel car park.

The guest is liable to Hotel Boldern AG for all damage and loss caused by him or his assistants, guests or participants, without Hotel Boldern AG having to prove fault. The guest or organiser is liable in all cases for any damage or gross soiling of the rooms, furniture and technical equipment.

Soiling that cannot be remedied by regular cleaning work or makes further use more difficult will be charged at a minimum of CHF 250.00. Soiling that can no longer be cleaned will be charged in addition to the replacement value.

8.3 Third-Party Services

In the case of third-party services, the hotel acts in the name and for the account of the customer. The customer shall be liable for the care and proper return of the goods and shall indemnify Hotel Boldern AG against any claims.

8.4 Insurance

The organiser is responsible for insuring the event or materials brought in (goods brought in). Hotel Boldern AG may request proof of this insurance.

8.5 Decorations

No additional decoration material may be used without the express consent of the hotel. The organiser is responsible for ensuring that the decoration material used complies with fire regulations. The hotel may request proof of this. The organiser is liable to the fire police.

9 Media & Publications

9.1 Media Advertisements

Advertisements in the media (such as newspapers, radio, television, internet) with reference to the event at the hotel generally require the prior written consent of Hotel Boldern AG.

9.2 Copyrights

Every organiser of an event (except family events and weddings) with musical entertainment is obliged to report this to SUISA (Swiss Society for the Rights of Authors of Musical Works). The hotel accepts no liability for the organiser's failure to comply with the reporting obligation.

10 Applicable Law / Jurisdiction

The reservation agreements, including the General Terms and Conditions and any additional agreements, as well as the contracts concluded on the basis thereof, shall be governed exclusively by Swiss law. The exclusive place of jurisdiction for all disputes arising from these terms and conditions is Männedorf / Zurich.

11 Final Provisions

11.1 Price Changes

Prices are subject to change at any time.

All prices quoted are in Swiss francs and include VAT. Any increase in VAT after conclusion of the contract shall be borne by the organiser. The hotel reserves the right to make price adjustments. In the case of written order confirmations, the prices stated in our order confirmation plus the applicable VAT shall apply. In addition, Hotel Boldern AG is entitled to increase prices after conclusion of the contract if these are based on changes in price-determining factors that have arisen after conclusion of the contract (e.g. energy costs, inflation, transport costs, etc.)

The price increase must be justified in terms of its amount by the change in price-determining factors and must be notified to the customer within a reasonable period of time. If fixed prices have been agreed, this shall only apply if the changes were unforeseeable after conclusion of the contract.

11.2 Severability Clause

Should individual provisions of these GTC be invalid, this shall not affect the validity of the remaining provisions. In such a case, the legally invalid provision shall be replaced by a similar provision.

11.3 Amendments

Amendments to these general terms and conditions must be made in writing.

Männedorf, July 2025