

GENERAL TERMS AND CONDITIONS FOR INDIVIDUAL GUESTS

Scope of application:

These General Terms and Conditions apply to guests with room bookings, excluding seminars or banquets.

Conclusion of contract:

The contract is concluded with the booking confirmation (by e-mail or in writing) and shall be considered as binding.

Reservation / number of guests:

The booking confirmed by the castle hotel Wartegg including the number of guests and booked additional services, e.g., Massage, bath/sauna, lunch/dinner, is binding.

General conditions:

Our price lists and the guidelines for a successful event form part of these General Terms and Conditions.

Parking spaces:

There are sufficient complimentary outdoor parking spaces available. Please park your car on car park 1 or 3 (behind the gardening buildings). Car access to the castle is allowed for handicapped people and handling of goods.

Arrival/departure:

Your room is available from 3pm. Please let us know in advance if you arrive after 8pm. The reception is open until 9.30pm. For late arrivals, we will deposit the room key in an envelope in front of the main entrance door. Please return your room key until 11am at the latest.

Cancellation policy:

Reservation of 1 to 4 rooms:

The cancellation of 1-4 rooms is possible free of charge until 24 hours before arrival (6pm on the day before). Later cancellations and no-shows are invoiced or charged on the credit card you deposited as guarantee (basis: all confirmed services).

Reservation of small groups with 5 rooms or more:

The cancellation of 5 or more rooms is possible free of charge until 30 days before arrival. For later cancellations, the following rates are charged:

29-15 days before arrival:	50 %
14-4 days before arrival:	80 %
3-1 days before arrival:	100 %

Terms of payment:

Payment of your stay is made on departure in cash, by Postcard, Maestro, Mastercard, Visa or American Express. On request we also send invoices to companies located in Switzerland – payable within 30 days. Banking charges are debited subsequently. We do not send invoices abroad.