

## General terms and conditions for individual guests

### Scope:

These general terms and conditions apply to guests with room bookings without seminars or banquets.

### Conclusion of contract:

The conclusion of the contract is binding with the reservation confirmation (email or written).

### Reservation/Number of guests:

The reservation confirmed by Schloss Wartegg, including the number of persons and booked additional services such as massages, baths/saunas, lunch/dinner, is binding.

### Arrival/Departure:

Your room is available from 3 pm. If you arrive after 8 pm, please let us know in advance. The reception is open until 9:30 pm. For late arrivals, we will leave the room key in the key box at the main entrance. Please contact us in advance so we can inform you of the code to open the box. We appreciate it if you return your room key by 11 am at the latest.

### Cancellation conditions for cancellable rates:

#### Reservation of 1 to 4 rooms:

Cancellation of 1-4 rooms is free of charge up to 3 days before arrival. Later cancellations or no-shows will be charged at 100% or billed to your credit card provided as a guarantee (based on all confirmed services).

#### Reservation of small groups of 5 rooms or more:

Cancellation of 5 or more rooms is free of charge up to 30 days before arrival. For later cancellations, the following charges will apply:

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

### Payment conditions:

Payment for your stay is due upon departure in cash, with Postcard, Maestro, Mastercard, Visa, or American Express. Invoices to companies in Switzerland can be sent on request - payable net within 30 days. We reserve the right to charge bank fees. We do not send invoices abroad.

### Cancellation conditions for non-refundable rates:

Bookings at a discounted "non-refundable rate" must be paid in advance in full (based on all confirmed services). Cancellation is not possible.