

General Terms and Conditions (GTC)

Hotel Landhaus Sântis / Todt & Stranegger KLG

These General Terms and Conditions apply to the services and bookings of the Hotel Landhaus Sântis in Herisau, operated by Todt & Stranegger KLG.

1. Scope of Application

These General Terms and Conditions (GTC) govern the contractual relationship between the Hotel Landhaus Sântis, operated by Todt & Stranegger KLG, and the guests and/or customers.

By making a booking or reservation, the guest or customer accepts the terms and conditions in force at the time of booking.

2. Bookings and reservations

Hotel rooms can currently be reserved by phone or email.

A reservation becomes binding upon confirmation by the hotel.

The booking and stay conditions confirmed by the hotel apply to the reservation.

3. Prices and services

All prices are per room and night including breakfast, unless otherwise stated in the respective booking.

The price displayed and confirmed at the time of booking is decisive.

Additional services or costs will be shown separately if applicable.

4. Check-in and check-out

Check-in: from 14:00 to 23:00.

Check-out: from 06:30 to 11:00.

Deviating agreements are only possible after prior agreement with the hotel.

5. Children and extra beds

Children of all ages are welcome.

Baby cot for children from 0 to 1 year: on request and free of charge.

Extra bed for children from 0 to 1 year: on request, CHF 30 per child per night.

Extra bed from 2 years: on request, CHF 30 per person and night.

Baby cots and extra beds are available on request and must be confirmed according to availability.

Prices for cots and extra beds are not automatically included in the total price of the booking and may be charged additionally.

6. Cancellation Policy

For individual bookings, the cancellation fee is 100% of the agreed booking amount if cancelled within 1 week before arrival.

For group bookings of 10 rooms or more, the following cancellation policy applies:

- Up to 3 months before arrival: no cancellation fee.
- Within 3 months before arrival: 50% of the agreed booking amount.
- Within 2 months before arrival: 100% of the agreed booking amount.

For individual booking offers, different cancellation or prepayment conditions may apply, which are expressly stated at the time of booking.

7. No-show

In case of no-show without prior cancellation, the cancellation policy applicable to the respective booking may apply.

8. Terms of payment

The method of payment and any advance payments are based on the conditions specified at the time of booking.

Any outstanding amounts are to be paid no later than in accordance with the payment terms communicated by the hotel.

9. Guest's Obligations

The guest undertakes to treat the facilities, rooms and premises of the hotel with care and purpose.

The guest can be held liable for damage culpably caused by the guest, accompanying persons or visitors to the extent permitted by law.

10. Liability of the hotel

The hotel is liable within the framework of the statutory provisions.

To the extent permitted by law, no liability is assumed for damage caused by force majeure, unforeseeable events or circumstances beyond the control of the hotel.

11. Data protection

The processing of personal data is carried out in accordance with the privacy policy of the Hotel Landhaus Säntis.

The current privacy policy is available on the hotel's website.

12. Changes to the Terms and Conditions

The hotel may amend these terms and conditions if necessary. For a booking that has already been confirmed, the conditions agreed at the time of booking apply, provided that there are no mandatory legal provisions or expressly agreed changes to the contrary.

13. Applicable law and jurisdiction

To the extent permitted by law, Swiss law applies to the contractual relationship.

The place of jurisdiction is, as far as legally permissible, the registered office of the hotel or the provider in Herisau, Switzerland.

14. Contact

Todt & Stranegger KLG

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