

GENERAL TERMS AND CONDITIONS

valid as of January 1st, 2020

1. A change in the number of participants for common meals must be received by our reservations department 48 hours before the event. Failure to follow this rule will result in each ordered meal be invoiced separately.
2. The organizer is liable for the payment of additionally ordered food, drinks or other items by the event participants.
3. The organizer is liable, without proof of fault, for loss or damage to equipment or inventory caused during the event. We assume no loss or damage liability for personal property. Without our consent it is not allowed to attach decorations or other items. All decorative material must comply with the fire regulations. At the end of the event the premises must be left in the original condition.
4. In the case that Hotel Olten organizes technical or other equipment from third parties as agreed upon by the organizer Hotel Olten acts in the name and for the account of the organizer. The organizer is liable for the careful handling and proper return, and exempts Hotel Olten of any third party claims.
5. Should faults or defects occur on technical or other equipment provided by us, we will, where possible, remove these items immediately. A retention or reduction of payment can not be derived therefrom.
6. Closing time is generally between 11.30pm and 12.30am. We will gladly apply for an extension for your event, for which we will charge CHF 50.00.
7. In case of force majeure (fire, demonstration, etc.), the hotel reserves the right to withdraw from the contract.
8. Our invoices are to be paid in full within 10 days from the date of invoice.
9. a. For cancellation of conference rooms and banquets, the following will be charged (based upon written confirmation):

up to 60 days before arrival	no charge
up to 30 days before arrival	50% for rental of conference rooms, no charge for meals
up to 15 days before arrival	80% the agreed upon services
less than 15 days before event	100% for the agreed upon services
- 9 b. Technical aids must be canceled up to 2 days before the event, otherwise a handling fee of 50% of the agreed upon rental fee will be charged.
10. a. Cancellation of max. 3 hotel rooms: up to 48 hours prior to arrival free of charge. In the event of a cancellation after the expiry of the period set out above, the guest will be charged cancellation costs for the first night. Check In time: 02.00 p.m. Check Out time: 11.00 a.m.
- 10 b. Cancellation fee of 4 and more hotel rooms and for large events:

Cancellation up to 30 days before arrival	no charge
Cancellation up to 21 days before arrival	25% of the reserved capacities
Cancellation up to 14 days before arrival	50% of the reserved capacities
Cancellation up to 7 days before arrival	75% of the reserved capacities
Cancellation less than 7 days before arrival	100% of the reserved capacities
10. c. For group reservations the agreed upon booking conditions will apply.
11. Should the possibility occur that we are able to further rent out the reserved premises, the above mentioned charges will not apply. We reserve the right to require a partial prepayment in certain cases.
12. There will be an additional charge for employees who have to work later than 11pm.
13. For brought along wine bottles the corkage fee for each opened bottle is CHF 15.00. In the case of a wine tasting the charge for each opened bottle is CHF 5.00.
14. We reserve the right to change prices for conference room rentals, food and beverage.
15. These general conditions as well as the contract shall be concluded on the basis of Swiss law. The place of performance and jurisdiction is Olten. Hotel Olten, however, is also entitled to take action at the place of residence or domicile of the purchaser.