

General terms and conditions

We are pleased to welcome you as our guests in the Hotel Rothaus. In order to offer these attractive prices we setup these obligatory rules.

These general conditions regulate the relation between you and the Hotel Rothaus. As fundament we work with reservation confirmations and signed offers.

Booking/reservation/option

- For guarantee reason we need a valid credit card or for Swiss companies a written and signed absorption of cost.
- Without any credit card you can pay minimum the first night with a bank transfer
- We reserve the amount of the first night on the credit card. It's an appraisal of creditworthiness. We cancel this amount after your check-in.
- If we have not a guarantee for a reservation, we can hold your booking till 5 pm at the arrival day. After this time we cancel the reservation without consultation.
- Offers and options are for both parties binding. After the end of term we cancel the option without consultation.
- Our work currency is Swiss Franc. All our prices are including all taxes and fees.
- Since we have just a small number of parking lots available (CHF 24.00 per night). Please book your parking space in advance with your room reservation. (first comes, first serves)

Cancellation of your reservation by the Hotel Rothaus

- The Hotel Rothaus can cancel any reservation without indicating a reason. There is no accommodation obligation of lodging.

Cancellation fees in case of no shows (single reservations)

- You can not cancel your reservation after 6pm of the day before arrival. At this time we will charge one night of your room costs on your credit card.
- In case of a no show we also charge the first night on the credit card.
- For groups special terms and conditions apply. (see chapter groups)
- Reservations that are offered under the name „special offer non-refundable“ will be charged to your credit card at the moment of booking and can not be refunded in the event of a cancellation.

Check-In

- For check-in you need a valid I.D. card or a Passport.
- The full amount for your stay is payable on check-in.
- We accept Swiss Francs and Euros in Cash, credit cards (American Express, Visa, Euro-/Mastercards), Postcard and EC-Maestro.

Stay in the hotel/keycards/security

- We are a non smoking hotel. Hotel Rothaus reserves the right to charge extra cleaning costs of CHF 100.00 in case of violate the smoking ban. For smokers ask for a room with a balcony.
- Our guests have 24 hour access to the hotel.
- If you lose your card, please let the reception know immediately
- For our and your security it is not allowed to have other guests (visitors) in your room which are not announced at the reception

HOTEL ROTH AUS

SCHLAFEN ■■■■■ ESSEN ■■■■■ TRINKEN
■■■■■ ZÜRICH ■■■■■ SWITZERLAND ■■■■■

Breakfast

- Rooms can be booked with or without breakfast.
- We serve breakfast from Monday to Friday 6.30 am to 12.00 am and Saturday and Sunday from 7.30 am to 2 pm.
- If your reservation was booked without breakfast, please pay all your open balance at the bar.

Check-Out

- Check-out time is 12pm
- You return your keycard at the reception
- In case of a late check-out we feel free to charge 50% of a room night.
- For early check-outs we count on the same terms and conditions as for reservations

Damage to property/larceny

- If you notice a lack or damages at your arrival, announce these immediately at the reception.
- Damaged goods caused by guests will be repaired by a professional craftsmen and the bill must be paid by the person responsible for the damage.
- Stolen goods are charged with the original price

Groups

- We require a pre-payment which is 50% of the total amount of the booking until 4 weeks before the arrival date.
- The remaining amount must be paid before the arrival date, onto our bank account.
- As additional security we require a valid credit card.
- Other payment regulations can be specified by the hotel Rothaus considering the respective size of the reservation/group.
- If the contractual regulations (pre-payment) are not fulfilled, the hotel Rothaus reserves itself the right to cancel the entire booking.

Miscellaneous compensation

- The Hotel Rothaus can't be made responsible in no case for damages or losses during the stay (including on arrival and departure). In addition to any kind of fines, costs of physician visits, fees etc.

Zurich March 2012