

## General Terms & Conditions for Conferences, Seminars and Banquets

Dear Guest or Organiser,

We are pleased by the strong demand for our guest rooms, conference facilities and banqueting venues. In order to ensure smooth operations, we rely on our contractual partners complying with the following General Terms and Conditions.

Experience shows that, in the event of last-minute changes or cancellations, it is difficult to re-let the capacity that has become available.

### Principles

- Every reservation is binding.
- We will attempt to re-let any capacity that becomes available.
- To avoid cancellation fees, you can make a provisional reservation for some of the rooms. You only need to make a final decision once we receive further enquiries.

### 1. General Booking Terms and Conditions

**1.1** The contract comes into force as soon as it has been reconfirmed by the organiser within the specified timeframe and signed.

**1.2** Cancellations and changes must be made in writing.

**1.3** In the event of non-fulfilment of the contract, the organiser shall be liable for damages in respect of the booked services, irrespective of the agreed payment terms.

**1.4** The final number of attendees must be confirmed no later than 48 hours before the event. This confirmed number is binding and will be invoiced, even if fewer participants attend.

### 2. Cancellation Terms for seminars, conferences and accommodation

**2.1** Cancellations made up to 91 days before the event are free of charge.

**2.2** From 90 days before the event, complete cancellations or changes to the originally booked quantity will incur charges for the reserved services as stated in the booking confirmation:

- 90 to 61 days prior the event: 25% of the reserved services
- 60 to 31 days prior the event: 50% of the reserved services
- 30 to 2 days prior the event: 75% of the reserved services
- Less than 48 hours before the event: 100% of the reserved services

The basis for billing is the reserved services, including daily rates, overnight stays and venue hire. The following cancellation conditions apply to banquets, standing receptions, aperitifs and light refreshments.



### **3. Banquets, Standing Receptions, Aperitifs and Snacks**

Please also note our Banquet Guide. It forms part of our terms and conditions.

A room hire fee applies for the exclusive use of the banquet rooms. However, the cost of your menu (excluding drinks and aperitifs) will be deducted in full from this, and consumption normally exceeds the minimum turnover.

### **4. Cancellation Conditions for Banquets, Standing Receptions, Aperitifs and Snacks**

#### **4.1 Reservations with a fixed room hire charge.**

- If no finalised offer has been made, the room hire charge is considered the reserved service.
- If a selection has already been made, the total price of the catering package ordered is considered the reserved service. If this amount is lower than the room hire charge, the latter serves as the basis for billing.

#### **4.2 Reservations without a fixed room hire charge.**

If no offer has yet been finalised, the following applies:

- Banquets and standing receptions: CHF 45.– multiplied by the number of reserved guests
- Aperitifs and light refreshments: CHF 20 multiplied by the number of guests reserved

If the selection has already been made, the total price of the catering package ordered shall be deemed the reserved service.

#### **4.3 Charges in the event of complete cancellation or reduction in the number of guests.**

- 90 to 61 days prior the event: 25% of the reserved services
- 60 to 31 days prior the event: 50% of the reserved services
- 30 to 2 days prior the event: 75% of the reserved services
- Less than 48 hours prior the event: 100% of the reserved services

### **5. Liability**

The organiser shall be liable for any damage caused by them, their guests or participants on the premises of Kartause Ittingen, in accordance with statutory provisions.

### **6. Payment Terms**

Kartause Ittingen is entitled to require advance payment, either in full or in part, for the booking. The total invoice must be settled by bank transfer only. If payment by credit card is requested, a processing fee of 1.5% of the payment amount will be charged.

### **7. Place of Jurisdiction**

The place of jurisdiction is Warth-Weiningen. Swiss law applies exclusively.

### **8. Data Protection**

Personal data is processed in accordance with the applicable data protection regulations. Further information can be found in the Kartause Ittingen privacy policy on our website.

Valid from 1 January 2026. These General Terms and Conditions replace all previous versions.

