

General Terms and Conditions for Individual Guests

Dear Guest,

We are delighted that you are planning to visit Kartause Ittingen.

1. Scope of Application

These booking terms and conditions apply to individual guests booking a maximum of five rooms. They do not apply to individual bookings from on-call quotas, e.g. for wedding parties or seminar groups.

2. Reservation and Conclusion of Contract

Contracts for room hire and other services come into effect upon confirmation by Kartause Ittingen, upon booking by the guest/organiser, or upon receipt of the booking confirmation in the case of online bookings.

3. Rates and Exchange Rates

Prices are quoted in CHF and include VAT. All published prices are subject to change until the final booking confirmation. Only prices confirmed in writing by Kartause Ittingen are valid. No discounts can be granted if certain hotel services are not used.

4. Credit Cards

Reservations made via the Kartause Ittingen online booking system require a valid credit card. This card must remain valid until the date of departure.

Your credit card will not be charged when the contract is concluded; it will only be used to guarantee your reservation. Your credit card details are encrypted using proven SSL technology. Each transaction is authorised online by the relevant credit card company.

5. Payment

the price quoted in the booking confirmation must be paid upon departure or when using the offer on site, either by credit card or in cash.

6. Cancellations

All cancellations of bookings of any kind must be made in writing. You can cancel your room reservation free of charge up to 12 noon three days before your arrival date. If you cancel after this time, we will attempt to re-let the room. If this is not possible, we will charge you 100 per cent of the cost of your stay. The same applies if you shorten your booking due to a late arrival or early departure.

7. Booking and Cancellation of Special Rates

Bookings at a special or 'non-refundable' rate made via the Kartause Ittingen online booking system or various online booking portals can only be made using a valid credit card, which will be charged at the time of booking. Cancellations or changes to bookings are not permitted.

8. Data Protection

We undertake not to pass on your personal data to third parties. All personal data will be treated confidentially. Data necessary for processing the transaction will be stored. Customers agree that their data may be used to provide them with information or offers from the Kartause Ittingen Foundation. Further information on data protection can be found in the detailed privacy policy on the Kartause Ittingen website.

9. Place of Jurisdiction

Our business activities are governed exclusively by Swiss law. The place of jurisdiction is Warth-Weinigen.

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

