

USEFUL INFORMATION AND TERMS OF BUSINESS FROM 01.02.2023

1. **Arrival:** highway A8, exit Brienz / Giessbach / Axalp. An outside parking space is available next to the hotel for CHF 10.00 per car and night. Please follow the parking instructions on site and leave your car key at the reception. Further parking spaces are available (approx. 150 m away) or on the wooded area (approx. 400 m).
2. **Funicular:** (in connection with the boats on Lake Brienz) Our funicular will take you from the boat station directly to the hotel. The funicular operates always in connection with the boats and can be used free of charge during your stay with us.
3. **Hotel bus service:** We offer a shuttle bus service from the hotel to the train station in Brienz. This service is free of charge for our hotel guests. The bus only runs by appointment. The operating hours can be viewed on our website or on the pre-arrival letter.
4. **Room:** Check-in after 4 p.m. on your arrival day Check-out until 11 a.m. on your departure day
Hotel rooms must be vacated by 11:00 am on the day of departure. Should the room be left in a condition that it cannot be re-let, the loss of revenue as well as additional cleaning and maintenance costs will be charged in full to the party at fault. In the event of an early departure, there is no entitlement to refund of booked services that cannot be used.
5. **Liability:** The hotel room and the historical facilities in the hotel must be treated with care. Possible damages and theft will be charged to the guest. Lost room keys will also be charged.
6. **Pets:** Pets are welcome at the Grandhotel Giessbach at the rate of CHF 25.00 per night. Please note that pets are not allowed in our restaurants and the breakfast room and the must be kept on a leash on the hotel premises.
7. **Vouchers:** Vouchers won't be paid out or refunded in any case. Vouchers are valid for 2 years starting from the date of issue. After expiration, price increases may occur.
8. **Binding:** With the confirmation of your reservation from the Grandhotel Giessbach your reservation is considered definitive. Offers must be confirmed within the specified period. Without confirmation on your part, provisional Reservations deleted after this period. The present terms and conditions are in any case part of the contract.
9. **Cancellation policy:** In case of a cancellation or postponement of the stay we charge the following fees:
7-1 day prior to arrival 50 % from 15:00 at the day before arrival 100 %
We recommend a travel insurance.
10. **Guarantee:** In order to guarantee your reservation, we kindly ask you to indicate your credit card number as well as the expiry date. The credit card will be charged 7 days prior to the arrival for 50% of the total amount as a deposit.
11. **Accepted payments:** CASH, EC-Direct, Postcard, Eurocard/Mastercard, VISA, American Express, Diners
Bank details (bank charges at the expense of the client):
UBS // Parkhotel Giessbach AG, c/o Parkhotel Giessbach, 3855 Brienz
IBAN: CH65 0022 7227 1212 0101 Z // SWIFT: UBSWCHZH80A
12. **Place of jurisdiction:** Place of jurisdiction is Thun and the official language is German, according to Swiss law.



GENERAL TERMS AND CONDITIONS FROM 01.02.2023
(For group reservations of 10 or more people, subject to change)

1. General information

The present general terms and conditions are valid for all contracts concluded with Grandhotel Giessbach. Any agreements deviating from the GTC shall be in writing and must be signed by all parties involved.

2. Liability

Upon receipt of the signed confirmation, each reservation is deemed to be definitive. Offers must be confirmed within the periods specified. Without any response from you, provisional reservations will be cancelled after this period. The present terms and conditions form part of the contract without exception. After expiry of the option dates prices may be subject to change without notice.

3. Ballrooms – minimum turnover and deposit

Entire hotel from the 1st floor: CHF 45,000.00 per day (from 6.00 pm – 11.00 am on the following day)

If the minimum turnover is not reached, the balance will be charged as room rental. For any events where the organiser rents the Grandhotel Giessbach exclusively, an advance payment of 50% of the minimum turnover will be due 90 days prior to the event. The hotel reserves the right to request a down payment for events over CHF 10,000. In the event of a cancellation of the event within the chargeable cancellation period, the down payment will not be refunded.

4. Night surcharges

From 00.00 am we levy a night surcharge of CHF 300,00 per hour or part thereof. Events in the rooms booked are permissible until no later than 02.00 am. Thereafter you may round off the evening at the hotel bar until 03.00 am.

5. Rooms

Check-in on arrival day from 4:00 pm, check-out on departure day by 11:00 am

Hotel rooms must be vacated by 11:00 am on the day of departure. Should the room be left in a condition that it cannot be re-let, the loss of revenue as well as additional cleaning and maintenance costs will be charged in full to the party at fault. In the event of an early departure, there is no entitlement to a refund of booked services that cannot be used.

6. Decorative materials brought along

The hotel must be informed in advance of all decorations brought into the hotel. The decision as to whether the decorations may be used lies with the hotel. Decorations must meet all required standards. The organiser shall be 100% liable for any damage or breakages caused by the decorations brought along. The hotel reserves the right to charge for the work involved in distributing, decorating, clearing up, cleaning or other work connected with the decorations, depending on the number of hours. The use of confetti, soap bubbles and fog machines indoors and the scattering of flower petals indoors and outdoors is strictly prohibited.

7. Bringing along food and beverages

The organiser, including all participants and guests, may bring food and beverages to events only after written agreement with the hotel. In such cases, the hotel will charge a service fee to cover overhead costs. This applies in all public areas of the hotel as well as the outside area. The corkage fee for alcoholic beverages brought along is CHF 42.00 per 75cl bottle of wine or CHF 90.00 per 75cl of spirits. Cakes and gateaux brought along will be cut and served on plates by the hotel for CHF 8.00 per guest.

8. Entertainment

The entire hotel grounds are located in the highest federal protection zone (BLN). Out of consideration for animals and the environment, public address systems are not permitted on the public grounds. Likewise, during a booked event, the burning of pyrotechnic objects, fire shows, and the raising of sky lanterns, or helicopter and drone flights are not permitted on the entire grounds. Out of consideration for our other guests, music may only be played in the Salon Belle Epoque and Salon Davinet ballrooms and at room volume after 10.00 p.m. or in connection with exclusive use. In the case of exclusive use, musical entertainment is possible until no later than 02.00 am. When selecting music, please bear in mind that you are in a historic building without modern noise insulation. The volume limit is 90 decibels. If this is exceeded, we reserve the right to adjust the volume.

9. Pets

Apart from our park restaurant 'Les Cascades' and the restaurant 'Le Tapis Rouge', dogs are allowed in all public rooms.



10. Cancellation terms

The definitive number of guests for the banquet booked must be communicated no later than 14 days before the event. Any deviation of more than 5% from the number of guests confirmed no later than 24 hours before the event is due to begin will be charged in full. This applies both to booked hotel rooms and specified banquet meals. For the cancellation of a definitively confirmed event written notification is required.

In the event of a cancellation or postponement of an event, we will charge the following fees based on the total amount specified in the confirmation:

For events without overnight accommodation

up to 21 days before the event	no cancellation fee
20 to 7 days before the event	50% of the services booked will be charged
6 to 0 days before the event	100% of the booked services will be charged

For events with overnight accommodation of up to 50 persons

up to 60 days before the event	no cancellation fee
59 to 30 days before the event	25% of the services booked will be charged
29 to 14 days before the event	50% of the services booked will be charged
within 2 weeks before the event	100% of the services booked will be charged

For events with overnight accommodation of 51 persons and over

up to 90 days before the event	no cancellation fee
89 to 60 days before the event	25% of the services booked will be charged
59 to 30 days before the event	50% of the services booked will be charged
within 29 days before the event	100% of the services booked will be charged

There will be no charge for cancelled room reservations that can be resold by the hotel.

11. Tariff & terms of payment

Organisers from abroad must provide a valid credit card to guarantee the reservation at the time booking.

For reservations exceeding CHF 5,000.00 a down payment may be requested. Down payments will be invoiced pro forma and are payable within 30 days. In the case of an invoice address abroad, the confirmed services will be invoiced in advance (value date 30 days prior to arrival) or charged to the credit card.

All prices are quoted in Swiss francs (CHF) and include VAT and charges for service but do not include accommodation taxes.

Prices in Euros are for guidance only, all invoicing is in Swiss francs. Invoices must be paid within 14 days from the invoice date. No rebates or discounts will be granted. If certain services are to be paid for by the guests themselves, payment must be made to the hotel on site. If this is not possible for some reason, then the organiser is duty bound to pay for these costs unless he can provide a valid invoice address for these guests.

12. Place of jurisdiction / applicable law

The place of jurisdiction is Thun, the official language is German. Swiss law shall apply in all cases.

Parkhotel Giessbach AG (Grandhotel Giessbach) declines all liability. Insurance is the responsibility of the participants.

The liability provisions pursuant to Art. 487 and 489 of the Swiss Code of Obligations (OR) apply to items deposited in the locked guest room and for valuables according to Art. 488 and 489 OR.

Brienz, 1st January 2023