

General Terms and Conditions (GTC)

1. Scope of application

These GTC apply to all legal relationships between the guest and Landgasthof Adler.

General

2. Conclusion of contract

A contract between the guest and Landgasthof Adler is concluded upon acceptance of the written, telephone, electronic, or personal booking. These general terms and conditions are an integral part of this contract. Communications by email are considered to be in writing.

3. Price information

Unless otherwise stated, all prices are in Swiss francs (CHF) and include the statutory value added tax. The prices quoted are subject to change.

4. Terms of payment

Landgasthof Adler is entitled to request a reasonable deposit at any time. If no deposit is requested, the total invoice amount must be paid by the customer by credit card (Mastercard, VISA, debit card (EC/Maestro, Postcard) or in cash at the latest upon departure. If payment by invoice is agreed, the total invoice amount must be paid within 10 days net. A reminder fee of CHF 20.00 will be charged for payments that are 4 weeks overdue.

5. Liability

The customer is liable to Landgasthof Adler for all damage and loss or other damage caused by themselves or third parties associated with them. Landgasthof Adler accepts no liability for theft or damage to items brought in by the customer or third parties.

The room card issued by the hotel remains the property of the hotel and allows 24-hour access to the hotel. The loss of the card must be reported immediately to reception. A damaged card will be charged to the guest at CHF 5 and the loss of the card at CHF 25.

The guest is liable for misuse and illegal behavior when using the Internet.

Smoking is not permitted anywhere in the hotel.

The customer is obliged to maintain peace and order. They undertake to indemnify Landgasthof Adler in full against all civil and public law claims brought against Landgasthof Adler by authorities or third parties (including guests or employees and contractual partners of the customer) on the basis of their event, or to pay for the entire corresponding claims.

6. Withdrawal by Landgasthof Adler

If the service to be provided by Landgasthof Adler under the contract is made significantly more difficult or impossible, in whole or in part, due to force majeure or other circumstances beyond Landgasthof Adler's control, Landgasthof Adler may withdraw from the contract in whole or in part without compensation to the extent of the part of the contract not yet fulfilled. The Landgasthof Adler is also entitled to withdraw without compensation if there is reasonable cause to believe that the guests may jeopardize the smooth running of the business, the safety, or the public reputation of the Landgasthof Adler. The Landgasthof Adler expressly reserves the right to claim damages from the customer.

7. Cancellations

Landgasthof Adler reserves the right to stipulate individual cancellation conditions in the contract. In addition, all cancellations are subject to full payment in advance for services provided by Landgasthof Adler and its partners.

8. Applicable law and place of jurisdiction

Swiss law applies exclusively to all contracts concluded with Landgasthof Adler under these terms and conditions. The courts with local jurisdiction for the municipality of Pratteln are responsible for any legal disputes.

Hotel rooms

9. Period of use/scope of services

Hotel rooms are available from 2 p.m. on the day of arrival and until 12 noon on the day of departure.

The scope of services covered by the contract is determined by the guest's individual reservation and confirmation. Unless otherwise agreed in the contract, the guest has no right to a specific room.

10. Cancellations and rebookings (if no contractual agreements exist)

10.1. Individual reservations (up to 2 rooms)

Cancellation up to 48 hours before arrival: no charge

Cancellation up to 24 hours before arrival: 20% of the booked arrangement

Cancellation within 24 hours or less before arrival: 100% of the booked arrangement

10.2. Group reservations (3 rooms or more)

Cancellation at least 7 days prior to arrival: no charge

Cancellation at least 3 days prior to arrival: 50% of the booked arrangement

Cancellation within 48 hours or less prior to arrival: 100% of the booked arrangement.

10.3. Non-refundable rate

The offer requires full prepayment by credit card at the time of booking. In the event of a change or cancellation, there is NO entitlement to a refund.

10.4. For individual and group reservations for special events, the contractually agreed terms and conditions apply.

10.5. For reservations made via online booking platforms, the respective reservation and cancellation conditions apply.

10.6. Guest animals

We kindly ask you not to let your dog run around without a leash in the hallways and corridors, in the stairwell, and on the entire property. Your four-legged friend is, of course, free to move around in the rooms. As a rule, dogs (and cats) are not allowed to lie on the bed, armchair, etc. without appropriate protection. Please ensure that your dog does not relieve itself anywhere on the property, not even to mark its territory.

Banquets, seminars, meetings, and gatherings

11. Conclusion of contract and general terms and conditions

Following the detailed consultation, you will receive written confirmation of your reservation.

We ask you to return the signed copy to us as confirmation. By doing so, you also accept our terms and conditions. Please let us know the binding number of guests at least 24 hours before the start of the event. This will be invoiced. If the event lasts longer than midnight, we will charge you an additional CHF 250 per hour or part thereof. For wines brought to the event by the organizer, we charge a corkage fee: CHF 30.00 per 0.75L bottle of wine.

A uniform menu must be selected for the banquet rooms. We offer individual billing for up to 20 people. For groups with more guests, we will issue a total invoice.

12. Cancellations

For banquets, meetings, gatherings, and seminars, the contractually agreed terms apply otherwise up to 14 days before the start of the event free of charge
up to 7 days before the start of the event 25% of the arrangement
up to 3 days before the start of the event 50% of the arrangement up to
24 hours before the start of the event 80% of the arrangement
in case of no-show 100% of the arrangement

The arrangement is defined as: menu price x number of persons or the seminar flat rate x number of persons

13. Liability

13.1. Payment liability

If the client is not also the organizer, they are jointly and severally liable with the organizer for the entire invoice amount. This liability also extends to expressly agreed direct payment.

13.2. General liability

The customer is liable for damage to or loss of facilities or inventory caused during the event, without the Landgasthof Adler having to prove fault. The attachment of decorative material or other objects is not permitted without the consent of the Landgasthof Adler.

13.3. Liability for exceptional cleaning work

Our rooms are non-smoking rooms. If smoking occurs in the room, Landgasthof Adler may ask the guest to leave the hotel. In any case, a cleaning fee of CHF 100.00 will be charged.

13.4. Miscellaneous

Landgasthof Adler accepts no responsibility for theft or damage to objects, clothing, or materials brought onto the premises. Landgasthof Adler also accepts no liability for personal injury.

Data protection

The hotel undertakes to comply with the applicable data protection legislation when handling and processing all guest data and guest usage data.

1. The data received from you will be used to make a booking/reservation. If you have checked the relevant box in advance or have given your consent in another form, your data will also be used to send you informative and business communications (e.g., newsletters).
2. The data will be stored in an electronic database.
3. Providing your data is essential, as we cannot make a booking without it. The absence of this information prevents any contract from being formed. In any case, you can choose whether or not you wish to receive informative or commercial communications (e.g., newsletters) by checking the relevant box on the registration form. This choice can be changed at any time after the initial registration.
4. Personal data will be used by Landgasthof Adler exclusively for the purpose of concluding the booking contract. The data will not be passed on to third parties.
5. The owner of the data is: Landgasthof Adler, Dorfstrasse 35, 4303 Kaiseraugst
6. The data controller is: Landgasthof Adler
Email: info@adler-kaiseraugst.ch
7. You may exercise the following rights at any time: Right of access to personal data and other rights.
 - I. The data subject has the right to obtain confirmation as to whether or not data concerning him or her exist, even if not yet recorded, and to receive such data in an intelligible form.
 - II. The data subject has the right to obtain information about:
 - a) the origin of the personal data
 - b) the purpose and methods of processing;
 - c) the system used if the data is processed electronically;
 - d) the main details for identifying the data controller, data processors and designated representative;
 - e) the persons or categories of persons to whom the personal data may be communicated or who may become aware of it.

III. The data subject has the right to

- a) request the updating, rectification or, where applicable, integration of the data;
- b) request that unlawfully processed data be deleted, anonymised or blocked. This also applies to data whose retention is unnecessary for the purposes for which it was collected or subsequently processed
- c) obtain confirmation that the operations specified in letters a) and b) have been communicated, also with regard to their content, to those to whom the data have been transmitted or disseminated, unless this proves impossible or involves a disproportionate effort in relation to the right being protected.

IV. The data subject has the right to object, in whole or in part:

- a) object, on legitimate grounds, to the processing of personal data concerning him/her, even if they are relevant to the purpose of the collection;
- b) object to the processing of personal data concerning him/her, where it is carried out for the purpose of sending advertising materials or direct selling or for carrying out market or commercial communication surveys.