

General Terms and Conditions

Events, hotel rooms and seminars

We'll always prefer discussing things face-to-face. As the pace of business has accelerated, however, we've taken this opportunity to set out the host-guest relationship in written form.

1 Subject matter of the Agreement

The General Terms and Conditions govern the legal relationship between you and Hotel Uzwil. The offer or booking/order confirmation or the confirmation signed by you serves as the basis.

2 Option information

Option information (quotes, order confirmations, etc.) is binding for both parties. Hotel Uzwil may automatically make use of the reserved venues/rooms upon expiry of the option period.

3 Cancellation

Events

3.1 Cancellation of events

Please inform us of any significant changes to your booking as early as possible and in writing. If the reservation is cancelled in full – and we are not responsible for this – the following cancellation fees apply:

Cancellation	31–60 days	before the event	25 %
Cancellation	15–30 days	before the event	50 %
Cancellation	3–14 days	before the event	75 %
Cancellation	0–2 days	before the event	100 %

If no menu and/or drinks reception has been selected at the time of the cancellation, we will assume a menu price of CHF 65 and a drinks reception price of CHF 15.

If you cancel an event, we will try to assign it to other bookings. Should an event of the same value be held by a third party, you will only pay an allowance for expenses of 10 to 20 % of the event cost (depending on the notice given for the cancellation). If you hold an event of the scope originally planned within six months, 80 % of the cancellation fee will be credited back to you.

3.2 Partial cancellation of events

The same cancellation conditions as described under 3.1 apply to partial cancellations where the value of the confirmed service amount exceeds CHF 1,000 (amount exempt from the cancellation fee).

Example	Cancelled value CHF 200	No cancellation costs are payable
	Cancelled value CHF 2,000	Partial cancellation 10 days before the event
	Calculation: CHF 2,000	
	– CHF 1,000 = 1,000	of which 75 % = CHF 750

Hotel rooms

3.3 Cancellation of hotel reservations

Up to five rooms:

if you have booked a room without guaranteeing this with a credit card, we will keep the room available for you until 4 pm on your day of arrival. If you do not show up by 4 pm, Hotel Uzwil will automatically be able to make use of the room(s). If you have guaranteed your booking with a credit card and are not able to/do not wish to make use of the reserved service, please cancel your booking by no later than 24 hours before your arrival date. In the event of late cancellations, no-shows and late arrivals, the first night's stay in the room will generally be charged at 100 %, as stipulated in your booking. We will invoice you for the amount or charge it to your credit card. If we are able to rent out the room(s) to someone else, we will not invoice you for it/them.

Six rooms or more (group bookings):

Cancellation fees are payable as follows:

Cancellation	45–30 days	before arrival	30 %
Cancellation	29–10 days	before arrival	50 %
Cancellation	9–3 days	before arrival	80 %

Cancellation less than 48 hours before arrival or a no-show will be charged at 100 % of the agreed total amount. If the number of attendees is reduced by 10 % or more within this period, the above cancellation fees apply.

Seminars and events

4 Number of attendees for events and conference packages

Please let us know the binding number of people as early as possible, but no later than three days before the event.

In the event of discrepancies, a calculation tolerance of 5 % shall be used as the basis for invoicing.

Example	Attendees booked:	40	
	Attendees present:	37	
	Calculation tolerance	40	-5 % (two people) = 38 people

5 **Payment methods**

We reserve the right to demand full or partial advance payment for bookings.

For events / reservations with a foreign billing address, please provide your credit card number and expiry date as a guarantee or prepay in full. This also applies to events / reservations booked from abroad.

Invoices are not sent abroad; these must be paid in person or in advance (cash or card payment).

Unless otherwise agreed, we will invoice you following the event or arrangement for any expenses incurred. You can settle the invoice in person or within 30 days of the invoice date.

Invoices for events costing less than CHF 300 must be settled in person by the event organiser, otherwise a processing fee of CHF 20 will apply.

6 **Further provisions**

6.1 **Damage**

The customer is liable towards Hotel Uzwil for damage and loss caused by them, their auxiliaries or participants, without Hotel Uzwil needing to prove fault. Hotel Uzwil rejects any liability for theft and damage to materials brought in by organisers, participants, speakers or third parties.

6.2 **Applicable law, place of jurisdiction**

The legal relationship between you and Hotel Uzwil is governed by Swiss law. The invalidity of individual provisions within the contractual relationship shall not invalidate the contract as a whole. Uzwil is agreed as the place of jurisdiction, whereby Hotel Uzwil remains free to file suit at the place of residence of the defendant.

Uzwil, 2026