

TERMS & CONDITIONS FOR GROUP RESERVATIONS APPENZELLER HUUS AG

The following conditions apply to group reservations for hotel rooms (5 rooms or more) in the convention and event area, including all hotel services booked. Additional conditions apply in the event of privatization of our operations or parts thereof.

1. CONCLUSION OF CONTRACT

- 1.1. After the agreed option period has expired, the Appenzeller Huus (hereinafter referred to as the hotel) is released from all warranty obligations. The booking becomes binding for both parties as soon as the contract is confirmed in writing.
- 1.2. The hotel is obliged to provide the services ordered by the customer and promised by the hotel. The customer must pay for additional services beyond the contract's scope at the hotel's current prices. This also applies to services and expenses incurred by the hotel for third parties at the customer's request, particularly for claims from copyright collecting societies.
- 1.3. In the case of overbooking, the hotel reserves the right to relocate the event/room to equivalent partner hotels.

2. TECHNICAL EQUIPMENT

- 2.1. All room provision costs stated on the confirmation include Click&Share, screen, flipchart, moderator's case, and writing materials. All other technical aids and work and external providers will be invoiced accordingly
- 2.2. The hotel must agree to allow customers to use their electrical equipment and display advertising materials.

3. CHECK-IN / CHECK-OUT TIME

- 3.1 Regular check-in time is from 3:00 p.m., and regular check-out time is until 11:00 a.m. Different times are only valid if agreed upon in writing. The hotel reserves the right to charge costs if no agreement is made.

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4. DATA PROTECTION

- 4.1. Appenzeller Huus complies with the general provisions of data protection and security. Customers' data is treated as strictly confidential and is not passed on to third parties.

5. SAFETY

- 5.1. Due to existing fire safety regulations, the maximum number of people is defined depending on the room category and event space and is mandatory. All safety regulations in the hotel and instructions from staff must be followed.

6. ARRANGEMENTS FOR BANQUETS AND WEDDINGS

- 6.1. Staff costs are included in the price until midnight. After that, the contractually agreed flat rate of CHF 350 will be charged for each hour started.
- 6.2. Bringing guest's own food and drinks requires the hotel's consent and may be charged.

7. CANCELLATION TERMS (GROUPS)

- up to 60 days before arrival: free of charge
- 59 to 14 days before arrival: 50% of the total amount, including all meeting fees
- from 13 days before arrival: 100% of the total amount, including all meeting fees

- 7.1. A credit card or deposit is required for events where rooms are paid for individually. Cancellations can be made free of charge up to 14 days before arrival. From 13 days before arrival, the cancellation conditions apply to the group conditions.
- 7.2. The organizer must communicate cancellations to the hotel in writing at the time of their discovery. Suppose the organizer partially or entirely cancels the reservation. In that case, the hotel will charge the organizer the following cancellation costs unless other agreements are made in the confirmation: 20% of the agreed rooms can be canceled free of charge up to 7 days before arrival.

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8. ANZAHLUNG

- 8.1. A proforma invoice is sent to the customer to allow for a deposit.
- 8.2. A full deposit of 100% is required for the contractually agreed services. This is paid for in two installments: 30% upon signing the contract and 70% before arrival. Deposits are made by credit card or bank transfer.
- 8.3. No outstanding invoices will be sent abroad. All additional services that have not been contractually agreed upon must be paid on-site.
- 8.4. If payment by invoice is agreed in the contract, the outstanding invoice amount for the additional consumption must be paid within 30 days of the invoice date. In the event of late payment, Appenzeller Huus is entitled to charge default interest of 5% and to pass on any enforcement and collection costs to the customer.
- 8.5. The following components will be added to the total bill (unless otherwise agreed):
 - Overnight stay (with breakfast)
 - Additional breakfast orders
 - Tourist tax
 - Meeting packages
 - Room rentals
 - Extra consumption at the various outlets
 - Spa treatments
 - Parking
 - Additional services requested

9. COST COVERAGE

- 9.1. Unless otherwise agreed in writing, the customer will bear all costs for the services ordered.

10. LIABILITY

- 10.1. The hotel accepts no liability for property brought in by the customer or guests or for personal injuries. The customer is liable for all damage to the hotel building or inventory caused by him or his guests through gross negligence.
- 10.2. The customer must remove any exhibition or other items brought along after the end of the event; otherwise, the customer will be charged disposal costs.

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11. DAMAGE

- 11.1. The customer is liable to the hotel for any damage or loss caused by himself or his participants without the customer having to prove fault. The Appenzeller Huus declines all responsibility for theft or damage to property, clothing, or objects belonging to the customer, the organizer, speakers, participants, or third parties.

12. FORCE MAJEURE

- 12.1. In the event of cancellation due to force majeure, the customer will receive a credit of 50% of the total amount agreed in the contract, which can be redeemed within 6 months (hereinafter referred to as the "extension period") from the initially agreed period of the stay or event. Advance payments will not be paid out but retained as a credit.
- 12.2. During the extension period, the customer can book another stay or event at the hotel within the hotel's capacity. After the grace period has expired, the hotel is released from all performance obligations under the contract without any obligation to reimburse.
- 12.3. An epidemic/pandemic or a reason arising from a political situation, such as unrest, conflict, and/or war, is not considered force majeure. Exceptional changes in the rate of inflation and supply shortages for the organization of the event itself are also not considered force majeure.

13. JURISDICTION AND APPLICABLE LAW

- 13.1. Our business activities and, thus, the relationship between the customer and Appenzeller Huus are based exclusively on Swiss law. For any disputes arising from this contract, Appenzell AI is the place of enforcement and exclusive jurisdiction for all proceedings.

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