

APPENZELLER HUUS

GENERAL TERMS AND CONDITIONS FOR GROUPS, SEMINARS, BANQUETS AND EVENTS VERSION | OKTOBER 2026

1. SCOPE OF APPLICATION

- 1.1 These General Terms and Conditions (hereinafter the "GTC") apply to group reservations of five or more rooms, as well as to seminars, business meetings, banquets, weddings, corporate events, birthday celebrations and other events at APPENZELLER HUUS (hereinafter the "Hotel"). They also apply to group bookings for catering, spa, wellness, beauty and other services, as well as to bookings that are treated as group or event bookings due to their scope, organisation or a corresponding agreement.

These GTC apply to all associated services, in particular overnight accommodation, catering, event rooms, seminar packages, technical equipment, spa services, parking and other services provided or arranged by the Hotel.

- 1.2 The Hotel's contractual partner is the organiser or booking party named in the quotation or reservation confirmation (hereinafter the "Organiser"). The Organiser is responsible for fulfilling the contractual obligations unless expressly agreed otherwise in writing.
- 1.3 Individual written agreements set out in the quotation, reservation confirmation or event contract shall take precedence over these GTC.

2. QUOTATIONS, RESERVATIONS AND CONCLUSION OF CONTRACT

- 2.1 A reservation becomes binding once the Organiser confirms a quotation in writing and the Hotel accepts the reservation in writing. A binding reservation may also be concluded in another manner if expressly agreed by the parties.
- 2.2 Unless another period is specified in the quotation, quotations are generally valid for 14 calendar days from the date of issue. After this period has expired, the Hotel is no longer bound by the quotation.
- 2.3 Options are valid exclusively for the option period agreed in writing. After this period has expired, the Hotel is entitled to allocate the reserved rooms, premises and services elsewhere unless an extension has been agreed in writing.
- 2.4 Amendments and additions to an existing reservation become binding only once confirmed by the Hotel in writing.

3. SERVICES AND CHANGES TO SERVICES

- 3.1 The Hotel shall provide the services specified in the reservation confirmation. Additional services ordered after the contract has been concluded or used during the stay or event shall be charged at the agreed prices or, in the absence of an agreement, at the Hotel's applicable prices at the time the services are provided. This also applies to services and expenses that the Hotel orders or arranges through third-party providers at the Organiser's request.
- 3.2 If an agreed service cannot be provided as planned for operational, technical or organisational reasons, the Hotel shall endeavour to provide a replacement service of equivalent value wherever possible.
- 3.3 The Organiser shall be informed of any material changes as early as possible. The Organiser's statutory rights remain reserved.

4. NUMBER OF PARTICIPANTS AND CHANGES

- 4.1 Unless a different deadline has been agreed in the quotation or reservation confirmation, the definitive number of participants must be communicated to the Hotel in writing no later than 14 calendar days before the event.

APPENZELLER HUUS

- 4.2 A reduction of up to 10% in the most recently confirmed number of participants may be made free of charge up to seven working days before the event, provided that the quotation does not contain different conditions. The date on which the written notification is received by the Hotel shall be decisive.
- 4.3 Subsequent changes and reductions exceeding 10% may be charged on the basis of the services originally confirmed. Costs already incurred and expenses that can no longer reasonably be avoided remain payable.
- 4.4 If more people attend than the definitive number confirmed, the actual number of participants shall generally be charged. The Hotel may refuse additional participants for safety, capacity or operational reasons, particularly if their attendance would exceed the permitted capacity of the premises.
- 4.5 Changes to the number of participants may affect room size, seating arrangements, menus, staffing, technical equipment and other services. The Hotel may make the necessary adjustments and charge any resulting additional costs, provided that these are reasonable and covered by the contract.

5. MENU AND CATERING CONFIRMATION

- 5.1 For events involving individually agreed menus, buffets or catering services, the final menu selection must be confirmed in writing no later than 14 calendar days before the event, unless another deadline has been agreed.
- 5.2 The final number of meals, menu variations and any special dietary requirements must also be communicated when confirming the menu. Allergies, food intolerances, vegetarian or vegan requirements, and adjustments required for medical or religious reasons must be communicated as early as possible and no later than the deadline for final menu confirmation.
- 5.3 The Hotel shall endeavour to offer reasonable alternatives. If changes are communicated at short notice or only upon arrival, the availability of a suitable alternative cannot be guaranteed. Any resulting additional costs may be charged separately if communicated in advance or unavoidable under the circumstances.
- 5.4 Changes to the menu or menu selection after the confirmation deadline are possible only in consultation with the Hotel and subject to availability. Any resulting additional costs shall be charged separately.
- 5.5 For events where participants select their menus individually, the Hotel may require the respective menu selections to be communicated in advance. The applicable deadline shall be specified in the quotation or reservation confirmation.
- 5.6 The Hotel reserves the right to replace individual ingredients or components with equivalent products due to seasonal availability, supply shortages or quality considerations. The Organiser shall be informed of material changes wherever possible.
- 5.7 Complete avoidance of all traces of allergens cannot be guaranteed in every case, particularly in kitchens and catering operations. In the event of severe allergies, the Organiser must clarify with the Hotel in advance of the event which precautions can be taken.

6. CANCELLATION AND PARTIAL CANCELLATION

- 6.1 Cancellations must be communicated to the Hotel in writing. The time at which the notification is received by the Hotel shall be decisive. Unless different conditions have been agreed in the quotation or reservation confirmation, the following cancellation fees shall apply

Time of cancellation before arrival or the event	Cancellation fee	
Up to 90 calendar days before	0	%
89 to 60 calendar days before	40	%
59 to 30 calendar days before	60	%
29 to 15 calendar days before	80	%
14 to 0 calendar days before	100	%

APPENZELLER HUUS

- 6.2 The cancellation fee shall be calculated on the basis of the contractually agreed price of the cancelled services. Savings resulting from the cancellation and revenue generated by reallocating the services to another customer shall be taken into account where required by law.
- 6.3 Costs already incurred or no longer cancellable in respect of third-party services, special orders or individually arranged services may be charged additionally, provided that they are not already included in the cancellation fee and that additional charging is legally permissible.
- 6.4 In the event of partial cancellation, particularly a reduction in rooms, participants or event services, the above deadlines shall apply accordingly to the cancelled portion of the services. Any expressly agreed minimum spend or minimum purchase commitments shall remain subject to the specific agreed conditions.
- 6.5 The Organiser reserves the right to demonstrate that no loss or substantially lower loss has been incurred, where provided for by law.
- 6.6 Individual special conditions, for example for peak season, public holidays, New Year's Eve, major events or particularly elaborate special productions, may be agreed in the quotation or reservation confirmation.

7. NO-SHOWS AND UNUSED SERVICES

- 7.1 If the Organiser or participants fail to arrive without prior cancellation, the reserved services shall be charged in accordance with the agreed cancellation conditions. Unless different conditions have been agreed, the Hotel may charge 100% of the agreed price for services not cancelled in due time, subject to any deductions required by law.
- 7.2 Late arrival does not automatically entitle the Organiser or participants to a reduction in the agreed room rate or the price of other reserved services.
- 7.3 Meals, seminar packages, room hire, technical services and other reserved services that are not used shall generally not be refunded or credited unless otherwise agreed or mandatory statutory rights provide otherwise.

8. PAYMENT TERMS

- 8.1 Unless otherwise agreed in the quotation or reservation confirmation, the following payment terms apply

Room charges	100% of the agreed room charges must be paid in full upon receipt of the reservation confirmation.
Other services	100% of all other agreed costs, particularly those relating to events, seminars, banquets, catering (food and beverages), room hire, technical equipment and other services, must be paid in full no later than 30 calendar days before arrival or the start of the event.

Additional services not included in the advance payment and agreed upon or used after the advance payment has become due must generally be paid upon departure or at the end of the event.

- 8.2 For reservations made at short notice, the Hotel may require a higher deposit or full advance payment. The payment deadlines shall be communicated to the Organiser before the booking becomes binding.
- 8.3 If payment by invoice is agreed, the invoice must be paid within 30 days of the invoice date, without deduction, unless a different payment period has been agreed.
- 8.4 In the event of late payment, the statutory consequences of default shall apply. To the extent permitted by law, the Hotel may charge default interest at 5% per annum, as well as reasonable reminder, debt enforcement and collection costs.

APPENZELLER HUUS

- 8.5 In the event of late payment, the Hotel may make the provision of further services conditional upon immediate payment or the provision of additional security. The Hotel's statutory rights remain reserved.
- 8.6 The Hotel is entitled to charge an agreed credit card guarantee or use another agreed means of payment in accordance with the agreed payment terms and applicable statutory provisions.
9. PRICES, VALUE ADDED TAX AND LEVIES
- 9.1 All prices are quoted in Swiss francs (CHF). Unless otherwise stated, prices include the statutory value added tax applicable at the time the services are provided.
- 9.2 Changes in statutory value added tax, as well as government-imposed levies, taxes or fees, may be passed on to the extent permitted by law.
- 9.3 Additional services shall be charged at the agreed prices or, in the absence of an agreement, at the prices applicable when the services are provided.
- 9.4 The Organiser shall bear the costs of the contractually agreed services and all additional services used by the Organiser or their guests, unless responsibility for such costs has been expressly agreed otherwise in writing.
- 9.5 Services provided by external suppliers, special orders and other expenses shall be charged separately in accordance with the agreed conditions.
10. USE OF ROOMS, SET-UP AND DISMANTLING
- 10.1 The agreed usage times for event rooms are binding. The premises may be used only during the agreed times.
- 10.2 Additional set-up or dismantling time must be agreed with the Hotel in advance and may be subject to additional charges.
- 10.3 Additional staffing costs, particularly for exceptional cleaning, rearrangement, cleaning services, waste disposal or restoration of the premises, may be charged according to the actual and reasonable expenditure incurred.
- 10.4 Where agreed, room hire and/or a minimum spend may apply to events. If an expressly agreed minimum spend is not reached, the difference may be charged in accordance with the agreement.
- 10.5 Unless otherwise agreed, the Organiser must ensure that the premises are vacated by the agreed end of the usage period at the latest.
11. TECHNICAL EQUIPMENT, DECORATIONS AND EXTERNAL SERVICE PROVIDERS
- 11.1 The technical services listed in the quotation are included to the extent agreed. Additional technical equipment, specialised equipment, technical support and services provided by external suppliers shall be charged separately unless already included in the agreed price.
- 11.2 The use of the Organiser's own electrical appliances, equipment or technical installations requires the Hotel's prior approval.
- 11.3 Decorations, installations, exhibition items and other structures must be coordinated with the Hotel in advance. Safety and fire safety regulations must be observed at all times.
- 11.4 Only materials approved by the Hotel that can be removed without leaving residue may be used to attach decorations. Nails, screws, staples and other materials that could damage surfaces are prohibited without express authorisation.
- 11.5 The Organiser is responsible for the proper organisation and execution of services provided by external service providers engaged by the Organiser, insofar as these fall within the Organiser's responsibilities.

APPENZELLER HUUS

- 11.6 The Organiser shall be liable, in accordance with the applicable statutory provisions, for damage caused by the Organiser's own materials, decorations, installations or commissioned third-party providers.
- 11.7 The Organiser may engage external service providers only in consultation with the Hotel and must ensure that such providers comply with the Hotel's requirements, particularly those concerning access, deliveries, set-up, fire safety, occupational safety, electrical connections, dismantling and waste disposal. The Hotel may refuse access or the use of installations where justified safety, operational or protection interests so require.
- 11.8 The Hotel may restrict the use of external service providers or make it subject to prior approval for objectively justified safety, quality or operational reasons.

12. FOOD AND BEVERAGES

- 12.1 Bringing food and beverages into the premises of APPENZELLER HUUS is generally permitted only after prior consultation with and written approval from the Hotel. The Hotel accepts no liability for the consumption of food brought in by guests or the Organiser.
- 12.2 A corkage fee may be charged for wines, sparkling wines, champagne or other beverages brought in by the Organiser or guests. The amount shall depend on the type and quantity of beverages brought in and shall be specified in the relevant event or group agreement.
- 12.3 A cakeage or plating fee per person may be charged for food brought in by the Organiser or guests, particularly cakes, gateaux or similar products. This fee covers, in particular, the provision of crockery and cutlery, as well as the associated service and cleaning costs. The fee shall be specified in the relevant event or group agreement.
- 12.4 APPENZELLER HUUS reserves the right to refuse certain food or beverages brought in or to impose additional conditions for operational, hygiene, food safety or quality reasons.
- 12.5 Unless expressly agreed otherwise in writing, the fees agreed for the relevant event or confirmed in writing shall apply. These fees shall be invoiced to the Organiser in addition to the other contractually agreed services.

13. CHECK-IN AND CHECK-OUT

- 13.1 The standard check-in and check-out times for overnight hotel stays are as follows
- | | | |
|-----------------|-------------------------|------------------------|
| HUUS BÄREN 1602 | Check-in from 16:00 Uhr | Check-out by 11:00 Uhr |
| HUUS LÖWEN 1878 | Check-in from 16:00 Uhr | Check-out by 11:00 Uhr |
| HUUS QUELL | Check-in from 16:00 Uhr | Check-out by 12:00 Uhr |
- 13.2 Early check-in or late check-out may be possible upon request and subject to availability.
- 13.3 Different times may be agreed for special group arrangements in the quotation or reservation confirmation.

14. EVENT PLANNING, SET-UP AND CHANGES

- 14.1 Final event arrangements, particularly the number of participants, menu, seating arrangements, set-up, technical equipment, decorations and special requirements, must be communicated in writing no later than 14 calendar days before the event begins, unless another deadline has been agreed.
- 14.2 Changes requested from five calendar days before the event begins shall be implemented where possible and subject to availability. A flat fee of CHF 350 may be charged for additional organisational and planning work, provided that the additional work results from the short-notice change and the fee has been agreed in advance or communicated to the Organiser before the work is carried out.
- 14.3 A flat fee of CHF 500 may be charged for changes or additional planning work on the day of the event, provided that the fee has been agreed in advance or communicated to the Organiser before the work is carried out. Implementation of short-notice changes cannot be guaranteed and is subject exclusively to feasibility and availability.

APPENZELLER HUUS

- 14.4 Any additional staffing, materials or technical equipment required may be charged separately, provided that the additional costs are transparently documented and covered by the contract.
15. GUEST DROPS AND MATERIALS
- 15.1 At the Organiser's request, the Hotel may distribute guest drops, welcome gifts or information materials in the guest rooms. This requires prior coordination with the Hotel.
- 15.2 All materials must arrive at the Hotel in full no later than one calendar day before arrival. A flat distribution fee of CHF 5 per person shall be charged.
- 15.3 Materials delivered at short notice or only on the day of arrival may be processed as an express order where possible. An express fee of CHF 9 per person shall be charged. Execution of short-notice orders depends on availability and cannot be guaranteed.
- 15.4 The Organiser is responsible for ensuring that all delivered materials are complete, clearly labelled and suitable for their intended use. The Hotel is entitled to reject materials that do not comply with the agreed requirements or that raise safety concerns.
16. HOUSE RULES
- 16.1 The current house rules of APPENZELLER HUUS form an integral part of the contract and apply to all guests, Organisers, participants, the Organiser's employees, suppliers, external service providers and any other persons present at the Hotel or on Hotel premises in connection with a reservation or event.
- 16.2 The Organiser undertakes to inform participants, guests and commissioned third parties of the applicable rules and, to the extent reasonably possible, to ensure compliance.
- 16.3 The house rules govern, in particular, conduct within the Hotel, the use of public areas, guest rooms, spa and wellness areas, quiet hours, the handling of facilities and furnishings, safety requirements, smoking restrictions and other operational rules. Material payment obligations or restrictions on services shall not be governed exclusively by the house rules.
- 16.4 The current house rules shall be made available to guests in an appropriate manner, in particular by providing a copy, displaying them in the relevant areas or publishing them on the APPENZELLER HUUS website.
- 16.5 By making a booking or using the Hotel's services, the Organiser acknowledges the applicable house rules and undertakes to bring them to the attention of the persons concerned.
- 16.6 In the event of violations of the house rules, the Hotel may take appropriate measures. Depending on the nature and severity of the violation, these may include a warning, restrictions on individual services or areas, charges for demonstrable additional costs, the removal of individual persons from the premises or termination of an event, insofar as permitted by law.
17. SMOKING
- 17.1 Smoking is prohibited throughout the Hotel, particularly in guest rooms, restaurants, indoor public areas, the spa and event rooms. Smoking is permitted only in areas expressly designated for that purpose.
- 17.2 In the event of violations, the Hotel may charge reasonable, demonstrable costs incurred for cleaning, odour removal, damage and any resulting loss of use.
- 17.3 The Organiser undertakes to inform participants of the smoking ban and the designated smoking areas.
18. SAFETY AND MAXIMUM CAPACITIES
- 18.1 The maximum permitted occupancy of guest rooms and event rooms is binding. Escape routes, emergency exits, fire service access routes and safety equipment must remain accessible at all times.
- 18.2 Instructions given by Hotel staff must be followed.

- 18.3 The Hotel may restrict or terminate activities involving individuals or events on safety grounds if a specific risk exists to guests, employees, third parties or the Hotel, or if mandatory instructions issued by the competent authorities so require.
- 18.4 The Organiser must inform the Hotel in good time of any special safety requirements, planned installations, use of external service providers and other circumstances relevant to the safe execution of the event.
- 18.5 The Hotel's prior written approval is required for pyrotechnic devices, fog machines, drones, special lighting or sound installations and similar equipment. Unless otherwise agreed in writing, the Organiser is responsible for obtaining and paying for any required official permits, insurance and copyright-related or performance-related fees, particularly those relating to music or performances.

19. LIABILITY AND DAMAGE

- 19.1 The Organiser shall be liable in accordance with the applicable statutory provisions for damage, contamination or loss caused by the Organiser, their participants or guests, service providers engaged by the Organiser, or persons for whose conduct the Organiser is legally or contractually responsible or whose conduct is attributable to the Organiser.
- 19.2 This applies in particular to damage to guest rooms, furniture, premises, technical equipment and other property belonging to the Hotel.
- 19.3 The Hotel may invoice necessary and reasonable cleaning, repair, replacement and restoration costs insofar as they are legally attributable to the Organiser.
- 19.4 The Hotel shall be liable for its services and the provision thereof in accordance with the applicable statutory provisions. Mandatory statutory liability claims remain unaffected.
- 19.5 The Organiser is responsible for taking appropriate measures to secure their own valuables, decorations, exhibition items and other materials brought onto the premises. The Hotel shall be liable for their loss or damage in accordance with the applicable statutory provisions.
- 19.6 If the Hotel provides parking spaces to the Organiser, their guests or participants, particularly in the underground car park or in outdoor parking areas, the provisions of the APPENZELLER HUUS General Terms and Conditions for Individual Guests in force at the time the contract is concluded shall apply additionally, insofar as relevant, particularly the provisions concerning parking, vehicles and liability. The Organiser undertakes to inform participants and guests of the applicable provisions before they use the parking facilities and to make these provisions available to them in an appropriate manner.

Use of the underground car park and other parking areas provided by the Hotel is subject to the applicable statutory provisions and takes place at the vehicle owner's own responsibility. No agreement is made for the guarding, monitoring or safekeeping of vehicles or items contained therein.

The Hotel shall be liable for damage to, destruction of, loss of or theft of vehicles and items contained therein only to the extent required by mandatory statutory provisions. In particular, liability remains reserved to the extent that it arises under Articles 487 et seq. of the Swiss Code of Obligations (CO) or where fault is attributable to the Hotel or its auxiliary persons.

The Hotel shall be liable for cash, securities and other valuables kept in a vehicle only in accordance with the applicable statutory provisions. Guests are advised not to leave such items in their vehicles and, where appropriate, to hand them over to the Hotel for safekeeping.

Any damage or loss must be reported to the Hotel immediately upon discovery.

20. WITHDRAWAL OR TERMINATION BY THE HOTEL

- 20.1 The Hotel may refuse a reservation or event, terminate it extraordinarily or discontinue it while in progress for good cause. Good cause includes, in particular, situations in which
- The safety of guests, employees or third parties is specifically at risk.
 - Significant damage to the Hotel or its facilities is to be feared.
 - Material contractual terms are breached despite a reasonable request to remedy the breach.
 - Agreed payments remain outstanding after becoming due and after an appropriate grace period has expired.
 - The proper operation of the Hotel is seriously disrupted.
 - The event cannot lawfully proceed due to mandatory orders issued by the competent authorities.
- 20.2 Where circumstances permit, the Hotel shall inform the Organiser of the reason and provide an opportunity to remedy any breach that can be rectified.
- 20.3 If an event is terminated for reasons attributable to the Organiser, the Hotel's contractual payment claims for services already provided and any further legally justified claims remain reserved. Savings and revenue from reallocation shall be taken into account where required by law.

21. FORCE MAJEURE

- 21.1 Force majeure means extraordinary events beyond the reasonable control of the affected contracting party that substantially impede or make impossible the performance of the agreed services.
- 21.2 In such circumstances, the parties shall inform each other as soon as reasonably possible and endeavour to find an appropriate solution. Where feasible, postponement of the event shall be considered as a priority.
- 21.3 Services already provided, as well as non-cancellable third-party services demonstrably incurred, may be charged to the extent permitted by law. Payments already made shall, where possible, be credited towards a replacement date if the parties agree on one.
- 21.4 No automatic blanket refund or credit in a specified amount is guaranteed. The applicable outcome shall depend on the specific circumstances, the agreed contractual terms and the applicable statutory provisions.

22. DATA PROTECTION

- 22.1 APPENZELLER HUUS processes personal data in accordance with the applicable Swiss data legislation. Processing takes place in particular for handling reservations, fulfilling contractual obligations, organising events and communicating with the Organiser.
- 22.2 The Organiser must ensure that personal data relating to participants is disclosed to the Hotel only to the extent legally permissible. Where required by applicable data protection law, the Organiser must inform participants about the disclosure of their personal data to the Hotel where necessary for the execution of the event. Particularly sensitive personal data, especially information concerning allergies or health-related requirements, must be limited to what is necessary for the specific service.
- 22.3 Further information about the processing of personal data is available in the current APPENZELLER HUUS Privacy Policy, which can be accessed on the Hotel's website.

23. APPLICABLE LAW AND JURISDICTION

- 23.1 The contractual relationship shall be governed by Swiss law, excluding conflict-of-law rules, insofar as such a choice of law is legally permissible.
- 23.2 To the extent that an agreement on jurisdiction is legally permissible, the registered office of APPENZELLER HUUS AG shall be the place of jurisdiction for disputes arising out of or in connection with the contract.
- 23.3 Mandatory statutory places of jurisdiction remain unaffected.

APPENZELLER HUUS

24. FINAL PROVISIONS

- 24.1 If any provision of these GTC is or becomes wholly or partially invalid or unenforceable, the validity of the remaining provisions shall remain unaffected. The applicable statutory provisions shall apply in place of the invalid provision.
- 24.2 Amendments and additions to the contract, as well as individual deviations from these GTC, require written confirmation by the Hotel unless another form has been expressly agreed or is sufficient under applicable law.
- 24.3 Reservations that have already been conclusively confirmed shall generally be governed by the version of these GTC agreed at the time the contract was concluded, unless otherwise expressly agreed subsequently or mandatory law requires a different arrangement.

APPENZELLER HUUS AG
Dorfstrasse 7
9108 Gonten, Switzerland

Telephone: +41 71 511 05 00
Email: info@appenzellerhuus.ch