

APPENZELLER HUUS

GENERAL TERMS AND CONDITIONS FOR INDIVIDUAL GUESTS VERSION | OCTOBER 2026

1. SCOPE OF APPLICATION

- 1.1 These General Terms and Conditions (hereinafter referred to as the "GTC") apply to all contracts between APPENZELLER HUUS AG (hereinafter referred to as the "Hotel") and its guests, customers and other contractual partners (hereinafter referred to as the "Guest").

They apply in particular to

- Accommodation at the hotels of APPENZELLER HUUS
- Hotel rooms and suites
- Food and beverage services
- Restaurant and table reservations
- Spa, wellness and beauty services
- Other services and offerings provided by APPENZELLER HUUS.

- 1.2 The GTC applicable at the time of conclusion of the contract are published on the APPENZELLER HUUS website. Before completing an online booking, the Guest is informed of the applicable GTC and given the opportunity to access and save them. For reservations made through other channels, the GTC are made available to the Guest before conclusion of the contract, either as an attachment, via a clearly labelled electronic link or by other appropriate means.
- 1.3 The GTC may be made available in German and, where applicable, in other languages. In the event of any discrepancies between language versions, the German version shall prevail.
- 1.4 Individual written agreements between the Hotel and the Guest take precedence over these GTC.
- 1.5 Separate "General Terms and Conditions for Groups, Seminars, Banquets and Events" generally apply to group reservations of five or more rooms, as well as to seminars, banquets and events. These GTC, together with any special conditions communicated before conclusion of the contract, apply to table reservations, spa reservations and other bookings that do not fall within the scope of those separate terms and conditions.

2. CONCLUSION OF THE CONTRACT

- 2.1 A reservation, booking or order placed by the Guest generally constitutes an offer to enter into a contract. The contract is concluded once the Hotel confirms the reservation, booking or order, or provides the booked service with the knowledge and consent of the Guest.
- 2.2 Confirmation may be provided by email, through an electronic booking system or in another appropriate form.
- 2.3 Reservations made through third-party providers, online booking platforms or tour operators may be subject to additional terms and conditions imposed by the respective providers. The contractual relationship between the Guest and the Hotel is governed by the conditions agreed for the specific booking and the applicable statutory provisions.
- 2.4 The Hotel reserves the right to refuse reservations for objective and legally permissible reasons.

3. HOTEL SERVICES

- 3.1 The Hotel provides the services booked by the Guest and confirmed by the Hotel. The booking confirmation and the conditions agreed at the time of booking determine the scope of the services to be provided.
- 3.2 Facilities and services may be temporarily restricted for operational, technical, safety-related or other objectively justified reasons. The Hotel will inform the Guest where this is possible and reasonable under the circumstances.

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- 3.3 The Hotel may make equivalent changes or provide substitute services for objectively justified reasons, provided that this does not result in unreasonable disadvantages for the Guest.

4. ARRIVAL AND DEPARTURE

- 4.1 The regular check-in and check-out times are as follows

HUUS BÄREN 1602	Check-in from 15:00 Uhr	Check-out by 11:00 Uhr
HUUS LÖWEN 1878	Check-in from 15:00 Uhr	Check-out by 11:00 Uhr
HUUS QUELL	Check-in from 15:00 Uhr	Check-out by 12:00 Uhr

- 4.2 Early check-in or late check-out is available upon request and subject to availability. The Hotel may charge an additional fee for this service.
- 4.3 If the room is not vacated by the agreed check-out time, the Hotel may charge the reasonable additional costs incurred as a result. In the event of a substantial delay, an additional night's accommodation may be charged, provided this is justified by the circumstances and the agreed conditions.

5. PRICES AND LEVIES

- 5.1 All prices are quoted in Swiss francs (CHF). Unless stated otherwise, prices include statutory value added tax (VAT).
- 5.2 Statutory levies not included in the price, in particular tourist taxes and accommodation levies, will be charged separately unless expressly included in the offer.
- 5.3 The price displayed or individually agreed at the time of booking shall apply. For individually agreed services, the prices stated in the offer or booking confirmation shall apply.
- 5.4 The Hotel may change prices for future bookings. Prices for reservations already bindingly confirmed will not be increased retrospectively unless otherwise agreed or changes permitted by law have been agreed.

6. PAYMENT TERMS

- 6.1 Unless a deposit or advance payment has been agreed, the full invoice amount must be paid no later than at check-out or upon provision of the respective service.
- 6.2 The Hotel accepts the payment methods offered from time to time. These include, in particular, Visa, Mastercard, American Express and other payment methods specified by the Hotel.
- 6.3 The Hotel may require a credit card as a guarantee for reservations. Charges for deposits, advance payments, agreed cancellation or no-show fees, and outstanding invoice amounts may be made only in accordance with the agreed booking conditions and applicable statutory provisions.
- 6.4 Deposits and advance payments made will be credited against the invoice amount unless otherwise agreed.
- 6.5 In the event of late payment, the statutory consequences of default shall apply. The Hotel reserves the right to exercise any further statutory claims.

7. RESERVATIONS AND SPECIAL BOOKING CONDITIONS

- 7.1 Different booking, payment and cancellation conditions may apply to certain offers, room categories, packages, promotional rates, public holidays, events or special dates.
- 7.2 Such special conditions will be communicated to the Guest before or at the time of booking and shall take precedence over the general provisions of these GTC for the relevant reservation.
- 7.3 Non-refundable or specially discounted rates may be excluded from free cancellation. The conditions expressly agreed at the time of booking shall apply.

8. GROUP RESERVATIONS AND EVENTS

- 8.1 Group reservations generally include
- Reservations of five or more rooms for the same or a connected period of stay
 - Reservations of five or more rooms made by the same customer or under the same group name
 - Reservations for five or more spa applications or treatments in the same area on the same day
 - Table reservations for five or more people at the same time in the same restaurant
 - Other bookings treated as group or event reservations due to their scope or organisation
- 8.2 Separate "General Terms and Conditions for Groups, Seminars, Banquets and Events" generally apply to groups, events, seminars, banquets and comparable occasions. Any individual deviations must be confirmed by the Hotel. The applicable conditions in each case depend on the scope and nature of the reservation and on the conditions communicated to and agreed with the customer before conclusion of the contract.
- 8.3 The customer is responsible for the accuracy of the information provided regarding participants, timings, rooms, menus and other event details. Any changes must be communicated to the Hotel as early as possible.

9. RESTAURANT AND TABLE RESERVATIONS

- 9.1 Table reservations are binding. Cancellation free of charge is possible up to 24 hours before the agreed reservation time. In the event of a later cancellation or a no-show, the Hotel may charge a fee of CHF 100.– per person reserved, provided the Guest was informed of this condition before completing the reservation. The Guest reserves the right to prove that no damage, or substantially less damage, was incurred.
- 9.2 For larger groups, special occasions or reservations involving individually agreed services, the Hotel may require a credit card guarantee, deposit or advance payment. The applicable conditions will be communicated before the reservation becomes binding.
- 9.3 In the event of late arrival, the reserved table will generally be held for up to 30 minutes after the agreed reservation time. After that, the Hotel may allocate the table to other guests. If the Guest notifies the Hotel of a delay in advance, the Hotel may offer an alternative arrangement where possible.
- 9.4 Allergies, food intolerances and other dietary requirements relevant to safe food preparation must be communicated to the Hotel as early as possible, preferably at the time of reservation. The Hotel's guidance regarding the feasibility of accommodating such requirements must be observed. The complete absence of traces of all allergens cannot be guaranteed in every case.
- 9.5 Different conditions, communicated before booking, may apply to group reservations and special events.

10. CANCELLATION OF HOTEL RESERVATIONS

- 10.1 Unless different conditions have been agreed at the time of booking, an individual hotel room reservation may be cancelled free of charge up to three calendar days before the agreed arrival date. The cancellation must be received by the Hotel within the applicable deadline.
- 10.2 In the event of cancellation within three calendar days before arrival or failure to arrive, the Hotel may generally charge up to 100% of the total agreed price of the cancelled services. The total price comprises the confirmed accommodation rate and any additional services booked on a binding basis, but excludes levies that are not incurred because the services are not used. Costs saved and income generated through re-letting the accommodation will be taken into account where required by law. The Guest reserves the right to prove that no damage, or substantially less damage, was incurred.
- 10.3 Different cancellation conditions may apply to public holidays, festive periods, New Year's Eve, special events, peak season, packages, special offers and non-refundable rates. These conditions will be communicated to the Guest before completion of the booking and recorded in the booking confirmation.
- 10.4 Cancellations and requests for changes must be submitted in writing using the contact details provided in the booking confirmation. For reservations made through third-party providers, the respective booking conditions must also be observed.

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- 10.5 The Hotel is entitled to claim agreed cancellation or no-show fees and to charge the payment method agreed for this purpose in accordance with the booking conditions, insofar as legally permissible.
- 11. FAILURE TO ARRIVE / NO-SHOW**
- 11.1 If the Guest fails to arrive on the agreed arrival date without having cancelled the reservation in advance, the no-show and cancellation conditions agreed for the reservation shall apply.
- 11.2 Unless special conditions have been agreed, the cancellation rules set out in Section 10 shall apply accordingly.
- 11.3 Charges to the payment method on file may be made only in accordance with the conditions agreed at the time of booking and the applicable statutory provisions.
- 12. EARLY DEPARTURE**
- 12.1 In the event of early departure, there is generally no automatic entitlement to a refund for services not used.
- 12.2 The rate, cancellation and refund conditions agreed at the time of booking, together with the applicable statutory provisions, shall apply. Mandatory statutory rights remain reserved.
- 13. CANCELLATION OF SPA, WELLNESS AND BEAUTY SERVICES**
- 13.1 Scheduled spa, wellness and beauty services may be cancelled or rescheduled free of charge up to 24 hours before the agreed appointment, unless different conditions were agreed at the time of booking.
- 13.2 If a cancellation is made less than 24 hours before the appointment, or if the Guest fails to attend, the Hotel may charge 100% of the price of the reserved treatment or service as liquidated damages. Costs saved and income generated by reallocating the appointment will be taken into account where required by law. The Guest reserves the right to prove that no damage, or substantially less damage, was incurred.
- 13.3 Cancellations and rescheduling requests must be communicated using the contact details provided at the time of booking. Packages and special offers may be subject to different conditions communicated before booking.
- 14. CHANGES AND CANCELLATIONS BY THE HOTEL**
- 14.1 If the Hotel is unable to provide a confirmed service as agreed for important operational, technical, regulatory or other objectively justified reasons, it will inform the Guest as early as possible.
- 14.2 The Hotel will endeavour to offer an appropriate substitute service.
- 14.3 If an appropriate substitute service is not available or is unreasonable for the Guest, payments already made for services not provided will be refunded, unless another permissible arrangement has been agreed.
- 14.4 Any further claims shall be governed by the applicable statutory provisions.
- 15. FORCE MAJEURE AND UNFORESEEABLE EVENTS**
- 15.1 Force majeure refers to extraordinary events beyond the reasonable control of the affected contracting party that substantially impede or prevent the fulfilment of contractual obligations. Such events may include natural disasters, fire, flooding, significant infrastructure disruptions and official orders.
- 15.2 The Hotel will inform the Guest of any significant consequences of such an event as soon as reasonably possible under the circumstances.
- 15.3 The Hotel and the Guest will endeavour in good faith to find an appropriate solution. This may include rescheduling the service, providing a substitute service or issuing a credit, provided such an arrangement is agreed.

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- 15.4 A flat-rate credit or refund of 50% of the contract value does not apply automatically. The specific circumstances, the agreed contractual conditions and the applicable statutory provisions shall determine the outcome.
- 15.5 Epidemics, pandemics, political events, official measures, industrial disputes and supply shortages shall be assessed according to the specific circumstances. They do not automatically release the parties from all contractual obligations.
16. HOUSE RULES
- 16.1 The Guest undertakes to comply with the applicable house rules, safety regulations and rules governing the use of APPENZELLER HUUS facilities. The house rules are made available on the website before conclusion of the contract and by appropriate means during the stay. Material payment obligations or restrictions on services are not governed exclusively by the house rules.
- 16.2 In the event of serious or repeated violations, the Hotel may instruct Guests to cease the conduct in question or to leave the Hotel or the affected area.
- 16.3 In the event of a material breach of contract, the Hotel may terminate the contractual relationship with immediate effect in accordance with the applicable statutory provisions. Existing payment claims and statutory rights remain reserved.
17. SMOKING
- 17.1 Smoking is prohibited in all guest rooms and indoor areas of the Hotel unless an area is expressly designated for smoking.
- 17.2 The smoking ban applies in particular to indoor public areas such as the lobby, restaurants and spa. It also covers e-cigarettes, vapes, heated tobacco products such as IQOS and comparable devices. The detailed provisions of the current house rules shall apply.
- 17.3 Smoking is permitted only in designated areas. Smoking is permitted in the "Schmitte" area of the Taverne Bar, subject to the rules applicable there.
- 17.4 In the event of a violation, the Hotel may charge the reasonable, demonstrable costs incurred for cleaning, odour removal, restoration and any resulting loss of use. Further claims remain reserved. Any contractual penalty must be agreed separately and clearly.
18. GUEST LIABILITY FOR DAMAGE
- 18.1 The Guest is liable for damage caused by the Guest, accompanying persons, visitors or persons commissioned by the Guest to the Hotel, its facilities, inventory or other property, insofar as the damage is attributable to the Guest under the applicable statutory provisions.
- 18.2 The Hotel may charge the reasonable costs of necessary repairs, replacement purchases, cleaning and other restoration measures.
- 18.3 The Guest is not liable for normal wear and tear or for damage not caused by the Guest or persons attributable to the Guest.
19. HOTEL LIABILITY
- 19.1 The Hotel is liable, in accordance with the applicable statutory provisions, for damage unlawfully and culpably caused to the Guest by the Hotel or its auxiliary persons.
- 19.2 Any limitation of liability applies only to the extent permitted by law. Liability for wilful misconduct and gross negligence, as well as other cases of liability that cannot be excluded by mandatory law, may not be excluded.
- 19.3 The statutory provisions governing an innkeeper's liability for property brought onto the premises by the Guest shall apply.

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19.4 Special statutory provisions apply to valuables, substantial sums of money, securities and comparable valuable items. The Hotel recommends that such items not be left unattended in the room and that available security facilities be used.

19.5 The Hotel is not liable for damage caused exclusively by the Guest, accompanying persons, visitors or other persons attributable to the Guest, insofar as permitted by law.

20. VALUABLES

20.1 Guests are requested to keep valuables in a secure place and to use available security facilities.

20.2 The statutory provisions shall govern the Hotel's liability for property brought onto the premises.

20.3 Particularly valuable items, substantial sums of money and securities should be handed over to the Hotel for safekeeping, provided that an appropriate safekeeping facility is offered. Arrangements for handing over such items must be made with the Hotel.

21. MAIL, PARCELS AND SHIPMENTS

21.1 Mail and parcels addressed to Guests may be accepted and held for collection, subject to operational capabilities. Acceptance may be refused, in particular, if the shipment is inadequately labelled, storage facilities are insufficient or special security requirements apply.

21.2 The Hotel will handle accepted shipments with reasonable care. Liability shall be governed by the applicable statutory provisions.

21.3 At the Guest's request, mail or parcels may be forwarded at the Guest's expense, including any resulting shipping and handling costs. Long-term storage requires the Hotel's consent.

22. PETS

22.1 Only dogs are permitted as pets at APPENZELLER HUUS. Other pets are not permitted unless the Hotel expressly confirms an exception.

22.2 Dogs may be brought to the Hotel only after prior notification and confirmation by the Hotel. The Hotel may restrict the admission of dogs to certain room categories or areas for operational, hygiene-related or safety reasons.

22.3 The following fees apply per dog, per night

HUUS BÄREN 1602	CHF 30.–	per dog, per night
HUUS LÖWEN 1878	CHF 30.–	per dog, per night
HUUS QUELL	CHF 50.–	per dog, per night

These fees are charged in addition to the agreed room rate.

22.4 Dogs must be kept in areas designated by the Hotel. The Guest must observe the applicable rules and show consideration for other Guests and staff. Dogs are not permitted in areas where their presence is prohibited.

22.5 The Guest is responsible for their dog and is liable for damage or exceptional soiling insofar as such damage or soiling is attributable to the Guest under the applicable statutory provisions.

22.6 In the event of repeated or serious misconduct, or if other Guests or staff are endangered or significantly disturbed, the Hotel may require the dog to be removed from the affected area or from the Hotel.

23. PARKING AND VEHICLES

23.1 APPENZELLER HUUS offers paid parking spaces in the Hotel's underground car park, as well as complimentary outdoor parking spaces near the railway station.

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- 23.2 Parking in the underground car park costs CHF 30.– per vehicle, per night. This fee is charged in addition to the agreed room rate.
- 23.3 The outdoor parking spaces near the railway station may be used free of charge by Hotel Guests, subject to availability. The Hotel assumes no liability and has no duty to guard or take custody of vehicles parked there.
- 23.4 A parking space can be guaranteed only if this has been expressly agreed with the Hotel.
- 23.5 Use of the underground car park and any other parking areas provided by the Hotel is subject to the applicable statutory provisions and is at the vehicle owner's own risk. No guarding, surveillance or safekeeping of vehicles or items contained therein is agreed.

The Hotel is 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, any liability of the Hotel remains reserved to the extent that liability arises under Articles 487 et seq. of the Swiss Code of Obligations (CO) or fault is attributable to the Hotel or its auxiliary persons.

The Hotel is liable for money, securities and other valuables kept in vehicles only in accordance with the applicable statutory provisions. Guests are requested 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.

- 23.6 The Guest must comply with the applicable parking, safety and access regulations.
- 23.7 The underground car park fee is charged per vehicle, per night. For longer stays, the fee is based on the number of nights during which the parking space is used.

24. SPA, WELLNESS AND HOTEL FACILITIES

- 24.1 Use of spa, wellness, fitness and other Hotel facilities is subject to the applicable usage and safety regulations communicated by the Hotel. Specific rules for individual areas must be observed.
- 24.2 Instructions given by Hotel staff must be followed.
- 24.3 The Guest is responsible for taking any health-related limitations into account and, where necessary, seeking medical advice before using a facility.
- 24.4 The Hotel may temporarily restrict or suspend the use of individual facilities for safety, maintenance or operational reasons. Where possible, affected Guests will be informed in advance.

25. SPECIAL REQUIREMENTS AND GUEST INFORMATION

- 25.1 The Guest must provide the Hotel in good time with all information essential to the proper provision of the booked services.
- 25.2 This includes, in particular, special requirements, allergies, food intolerances and other information relevant to the safe provision of services.
- 25.3 The Hotel will endeavour to accommodate requirements communicated in good time, within its operational capabilities. Complete avoidance of traces of certain allergens cannot always be guaranteed, particularly in relation to food.
- 25.4 In the case of severe allergies or intolerances, Guests are advised to clarify with the Hotel before booking or, at the latest, before the service is provided whether a suitable solution can be offered.

26. LOSS OF ROOM KEYS AND ACCESS DEVICES

- 26.1 Room cards, keys and other access devices must be kept safe and handled with care.

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- 26.2 Any loss must be reported to the Hotel immediately.
- 26.3 For security reasons, the Hotel may require suitable identification of the Guest before issuing a replacement access device.
- 26.4 No additional fee is charged for issuing a replacement room card. In the event of the loss of other access devices, reasonable replacement or restoration costs may be charged, provided such costs are actually incurred and are legally attributable to the Guest.
- 26.5 For security reasons, the Hotel may block or deactivate lost access devices or devices that may have been used improperly.
27. MINORS
- 27.1 Reservations made by minors are permitted only if the applicable statutory requirements are met. The Hotel may require consent or confirmation from a parent or legal guardian.
- 27.2 Parents, legal guardians or other responsible persons must ensure, to the extent required by law, that minor Guests comply with the Hotel's rules.
28. COMPLAINTS AND DEFECTS
- 28.1 Complaints concerning rooms, facilities or services must be reported to the Hotel as soon as reasonably possible.
- 28.2 This gives the Hotel an opportunity to investigate the issue and, where possible, remedy it promptly.
- 28.3 The Guest must allow the Hotel a reasonable opportunity to remedy a reported defect, insofar as this is reasonable under the circumstances.
- 28.4 The Guest's statutory rights remain reserved.
29. DATA PROTECTION
- 29.1 The Hotel processes personal data in connection with reservations, stays, services and use of the website in accordance with applicable data protection law.
- 29.2 Further information about the processing of personal data is contained in the current privacy policy of APPENZELLER HUUS, which is available on the APPENZELLER HUUS website.
- 29.3 Video surveillance may be used in appropriately marked or otherwise designated areas to protect people and property and to maintain security. Further information is provided in the privacy policy and in the notices concerning video surveillance.
30. ONLINE BOOKINGS
- 30.1 When making an online booking, the Guest must verify the accuracy of the information entered before completing the booking.
- 30.2 The Guest is responsible for the accuracy of their contact details and booking information.
- 30.3 The Hotel may send an electronic booking confirmation to the email address provided.
- 30.4 In the event of technical disruptions or transmission errors, the Hotel will check the booking where possible and inform the Guest of the outcome.
31. BOOKINGS THROUGH THIRD-PARTY PROVIDERS
- 31.1 Reservations made through online booking platforms, tour operators or other third-party providers may be subject to additional contractual terms and conditions imposed by the respective provider.

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- 31.2 For questions regarding a booking made through a third-party provider, the Guest may contact either the third-party provider or the Hotel.
- 31.3 The applicable conditions in each case depend on the specific contractual relationship, the agreed booking conditions and the applicable statutory provisions.
32. ASSIGNMENT AND TRANSFER OF RESERVATIONS
- 32.1 Reservations may not be transferred to other persons without the Hotel's consent where consent is required under the specific booking or the agreed conditions.
- 32.2 Changes to the name of the lead Guest or to the participating persons must be communicated to the Hotel as early as possible.
33. GOVERNING LAW
- 33.1 The contractual relationship shall be governed by Swiss law, excluding its conflict-of-law rules, insofar as such a choice of law is legally permissible.
- 33.2 Mandatory statutory protective provisions remain reserved.
34. JURISDICTION
- 34.1 Disputes arising from or in connection with a contractual relationship shall be subject to the jurisdiction determined by the applicable statutory provisions.
- 34.2 To the extent that a choice-of-jurisdiction agreement is legally permissible, the registered office of APPENZELLER HUUS AG shall be the place of jurisdiction for disputes with business customers and other contractual partners not acting as consumers.
- 34.3 Mandatory statutory places of jurisdiction remain reserved.
35. SEVERABILITY
- 35.1 If any provision of these GTC is or becomes wholly or partially invalid or unenforceable, the validity of the remaining provisions shall remain unaffected.
- 35.2 The applicable statutory provisions shall replace the invalid provision. The remaining contractual provisions shall continue to apply to the extent permitted by law.
36. AMENDMENTS TO THE GTC
- 36.1 The Hotel may amend these GTC for future contractual agreements.
- 36.2 Reservations already bindingly concluded shall generally remain subject to the GTC agreed at the time the contract was concluded, unless otherwise expressly agreed subsequently or mandatory law requires a different arrangement.
- 36.3 The current version is published on the APPENZELLER HUUS website.

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