

# APPENZELLER HUUS

## HOUSE RULES APPENZELLER HUUS VERSION | OCTOBER 2026

### 1. SCOPE AND GENERAL PRINCIPLES

- 1.1 These House Rules apply to all buildings, guest rooms, restaurants, bars, spa and wellness areas, event rooms, car parks and outdoor areas of APPENZELLER HUUS (hereinafter referred to as the "Hotel").
- 1.2 These House Rules are intended to ensure safety, order, cleanliness and hygiene, as well as to protect the privacy and well-being of all guests and employees.
- 1.3 These House Rules are binding on all persons present on the Hotel premises. This includes, in particular, hotel guests, restaurant patrons, event organisers, event participants, visitors, suppliers and external service providers.
- 1.4 By making a booking or using the Hotel's services, guests agree to comply with these House Rules. For groups and events, the relevant contractual agreements and the General Terms and Conditions for Groups, Seminars, Banquets and Events shall also apply.
- 1.5 Hotel employees exercise the Hotel's right to manage and control its premises in accordance with applicable law. Guests must comply with reasonable instructions given by Hotel employees, particularly those relating to safety, hygiene, order and operational procedures.
- 1.6 The Hotel places great importance on hospitality, mutual respect, discretion and the considerate treatment of people, facilities and the natural environment.

### 2. CONSIDERATION FOR OTHERS AND QUIET HOURS

- 2.1 All guests are asked to behave respectfully and considerately towards other guests, employees and local residents.
- 2.2 General quiet hours apply daily from 10.00 pm to 7.00 am. During these hours, disruptive noise, loud conversations, music and other avoidable sources of noise are prohibited.
- 2.3 Consideration for other guests is also required outside quiet hours. Unnecessary noise should be avoided, particularly in guest rooms, corridors, stairwells, lounge areas and outdoor areas.
- 2.4 Loud music, unauthorised parties and other activities that significantly disturb the peace or interfere with hotel operations are not permitted in guest rooms or suites.
- 2.5 Events that extend beyond the agreed usage times or significantly disturb other guests must be agreed with the Hotel in advance.
- 2.6 Photographs and video recordings in which other guests or employees are identifiable may only be taken or published with their consent, unless a statutory exception applies. Commercial photography, professional productions and recordings for press or advertising purposes require the Hotel's prior approval.

### 3. USE OF HOTEL AREAS AND FACILITIES

- 3.1 Hotel areas and facilities may only be used for their intended purposes and in accordance with the applicable access and usage regulations.
- 3.2 All furniture, furnishings, technical equipment and other facilities must be treated with care. Any damage, defects or safety concerns must be reported to Hotel staff immediately.
- 3.3 Guests may not alter or dismantle any facilities or operate technical equipment independently unless expressly permitted to do so.

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- 3.4 Bringing or operating personal cooking appliances, open fires, candles or comparable heat sources in guest rooms or other indoor areas is prohibited without the Hotel's prior consent. Safety equipment required by law or hotel operating procedures must not be tampered with or obstructed.
- 3.5 Decorations, installations and other objects that could damage surfaces, furnishings or technical equipment may only be attached or installed following prior consultation with the Hotel.
- 3.6 The Hotel may restrict access to individual areas for operational, safety or organisational reasons, particularly during maintenance work, private events or when capacity has been reached.
- 3.7 Illegal activities and the bringing onto the premises, storage or use of dangerous objects or substances that could endanger people, facilities or hotel operations are prohibited. In the event of such violations, the Hotel reserves the right to take appropriate security measures and, where necessary, contact the competent authorities.
- 3.8 E-bike batteries, high-capacity lithium-ion batteries and comparable devices may only be charged in designated locations approved by the Hotel. Charging such batteries in guest rooms or other areas not designated for this purpose is prohibited. All posted safety requirements and instructions issued by Hotel staff must be followed.

## 4. CHECK-IN, CHECK-OUT AND USE OF GUEST ROOMS

- 4.1 Standard 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 may be available by prior arrangement and subject to availability. Any additional charges are governed by the applicable booking conditions.
  - 4.3 Guest rooms may only be used for their intended purpose and in compliance with the applicable safety regulations. The permitted maximum occupancy must not be exceeded.
  - 4.4 Overnight stays by additional persons, visits to guest rooms or any other use that differs from the confirmed reservation must be agreed with the Hotel in advance.
  - 4.5 Room cards, keys and other access credentials must be kept safe. Any loss must be reported to the Hotel immediately.
  - 4.6 Visits by external visitors to guest rooms, as well as their use of hotel and wellness facilities, must be agreed with the Hotel in advance unless already covered by the confirmed reservation or applicable booking conditions. The Hotel may restrict access for security, capacity or operational reasons.
  - 4.7 Guest rooms may not be used for commercial productions, professional photography or video recordings, events or other activities beyond the usual purpose of a hotel stay without the Hotel's prior consent. Statutory rights and existing confirmed contractual agreements remain unaffected.
  - 4.8 The Hotel respects the privacy of its guests. Room cleaning and other access by employees are carried out with due regard for guest privacy and operational requirements. Where a guest has expressly requested not to be disturbed, this request will be accommodated wherever possible. Access may nevertheless be necessary in urgent safety situations, for technical reasons or for other legitimate operational purposes.
- ## 5. DRESS CODE AND CONDUCT
- 5.1 APPENZELLER HUUS maintains dress standards appropriate to the individual outlet and its atmosphere. Guests are kindly asked to observe the following dress codes.

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## 5.2 BÄRENSTOBE

An elegant smart-casual dress code is expected at BÄRENSTOBE. Guests are kindly asked to dress elegantly and present themselves in a well-groomed manner appropriate to the restaurant's sophisticated atmosphere. The following are not permitted

- Shorts and short trousers
- Flip-flops and similar casual or beach footwear
- Baseball caps and comparable casual-style headwear
- Swimwear and bathrobes

Dogs are generally not permitted in BÄRENSTOBE. Statutory access rights for recognised assistance dogs, particularly guide dogs for the visually impaired, remain unaffected. Guests are kindly asked to coordinate the visit of an assistance dog with the Hotel in advance.

## 5.3 RESTAURANT QUELL, LÖWENSTOBE, BOTANICUM BAR, TAVERNE AND SCHMITTE

At all other restaurants, bars and food and beverage outlets of APPENZELLER HUUS, guests are expected to wear appropriate, well-presented clothing in keeping with the atmosphere of the respective outlet.

Swimwear and bathrobes are not permitted. Dogs are generally welcome in these outlets, provided that the applicable dog policies are observed. Exceptions are BÄRENSTOBE, WEINFASS and wine cellars expressly designated as dog-free. Statutory access rights for recognised assistance dogs remain unaffected.

## 5.4 ASSISTANCE DOGS

Recognised assistance dogs, particularly guide dogs for the visually impaired, are accommodated in accordance with applicable law. Statutory access rights remain unaffected. Guests are kindly asked to notify the Hotel in advance when bringing an assistance dog so that the visit can be appropriately prepared.

## 5.5 ENFORCEMENT OF THE DRESS CODE

The Hotel reserves the right to politely remind guests of the dress code applicable to the relevant outlet and, to the extent permitted by law, to restrict access until the stated dress requirements have been met.

## 6. RESTAURANTS, BARS AND FOOD AND BEVERAGE AREAS

6.1 The respective opening hours, reservation conditions, dress codes and operational requirements apply to all restaurants, bars and food and beverage facilities.

6.2 Reserved tables and seats are generally held for the agreed period and confirmed number of guests. In the event of a delay, the restaurant should be informed as early as possible. Whether a table can continue to be held depends on the applicable reservation conditions and operational availability.

6.3 Allergies, food intolerances and special dietary requirements should be communicated as early as possible, ideally at the time of reservation. The Hotel will endeavour to provide suitable alternatives. In particular, when preparing food, it cannot always guarantee the complete absence of traces of specific allergens.

6.4 Bringing in personal food and beverages is generally not permitted. Exceptions require the Hotel's prior approval. Any applicable charges and special arrangements are subject to the relevant conditions.

6.5 Guests are asked to treat the facilities and furniture in restaurants and bars with care and to follow the instructions of the service staff.

## 7. DOGS AND OTHER PETS

7.1 Only dogs are permitted as pets at APPENZELLER HUUS. Other pets are not allowed.

7.2 Dogs may be brought to the Hotel only if registered in advance and confirmed by the Hotel. Acceptance may be restricted depending on the room category or area.

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- 7.3 Dogs are generally welcome in the Hotel's food and beverage outlets. Exceptions are BÄRENSTOBE, WEINFASS and wine cellars expressly designated as dog-free. Dogs are not permitted in these areas. Statutory access rights for recognised assistance dogs remain unaffected.
- 7.4 In public areas, dogs must be handled in such a way that they do not endanger or significantly disturb other guests, employees or animals. Dogs must be kept on a lead wherever necessary. Dog owners are responsible for ensuring that their dogs remain under control at all times.
- 7.5 Dogs may also be left unattended in guest rooms, subject to prior registration and confirmation by the Hotel. Dog owners are responsible for ensuring that, during their absence, their dogs do not endanger anyone, disturb other guests through persistent barking or other behaviour, or damage or soil the room or its furnishings.
- 7.6 Dogs may not be allowed onto beds, sofas or other seating or lying surfaces without the Hotel's consent. Dog owners must ensure that their dogs are accommodated appropriately and that all applicable hygiene and safety requirements are observed.
- 7.7 The Hotel reserves the right to restrict or prohibit leaving a dog unattended in a room in individual cases where specific circumstances make this necessary for reasons of safety, hygiene, animal welfare, the protection of other guests or the proper operation of the Hotel.
- 7.8 Dog owners are required to clean up any soiling immediately. In particular, they must ensure that their dogs do not cause dirt, odours or other disturbances, or that any such issues are reported immediately.
- 7.9 If a dog causes excessive soiling or damage beyond normal cleaning requirements and ordinary use, the Hotel will charge the guest a flat fee of CHF 300. This flat fee covers additional cleaning, repair and restoration costs caused by the dog. If the verifiable costs actually incurred exceed CHF 300, the Hotel reserves the right to charge the guest for the additional amount.
- 7.10 After departure, the room will be inspected for unusual soiling and damage. If excessive soiling or damage caused by the dog is identified, the Hotel may charge the flat fee set out in Clause 7.9. If the verifiable cleaning, repair or restoration costs actually incurred exceed CHF 300, the Hotel may claim the additional amount in accordance with the applicable booking conditions and statutory provisions. All such costs must be verifiable and reasonable.
- 7.11 Dog owners are liable, in accordance with applicable law, for damage, soiling and other disturbances caused by their dogs.
- 7.12 In the event of repeated or serious misconduct, danger to other persons, breaches of applicable hygiene requirements or unreasonable disruption to hotel operations, the Hotel may require the dog to be removed from the relevant area or from the Hotel.
- 7.13 The following dog fees apply in accordance with the current booking conditions

|                 |          |                    |
|-----------------|----------|--------------------|
| 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 |

Any cleaning deposits or additional charges are not included in these fees unless expressly agreed otherwise.

## 8. SMOKING AND THE USE OF FIRE

- 8.1 Smoking is prohibited in all indoor areas throughout the Hotel, particularly in guest rooms, suites, restaurants, bars, lobbies, event rooms and the spa and wellness areas. The only exceptions are designated smoking areas expressly identified as such.
- 8.2 The smoking ban applies to all tobacco and nicotine products, as well as comparable products and devices. These include, in particular, conventional cigarettes, cigars, cigarillos, pipes, e-cigarettes, vapes, heated

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tobacco products such as IQOS and comparable devices. Heating or vaping tobacco, nicotine or comparable substances is also prohibited outside expressly designated smoking areas.

- 8.3 Smoking and the use of the products and devices listed in Clause 8.2 are permitted only in designated smoking areas expressly provided for this purpose. The prohibition applies in particular to all guest rooms and suites, bathrooms, balconies and terraces unless these are expressly designated as smoking areas.
- 8.4 At Taverne Bar, smoking is permitted exclusively in the designated "Schmitte" area and in accordance with the rules applicable there.
- 8.5 Open flames, candles, fireworks and comparable items are permitted indoors and on the Hotel premises only with the Hotel's express consent and subject to compliance with statutory safety requirements.
- 8.6 In the event of a breach of the smoking ban, the Hotel may charge the actual, reasonable and verifiable additional costs incurred for cleaning, odour removal and restoration, as well as any demonstrable loss of use. This applies in particular where smoking or the use of corresponding devices necessitates extraordinary cleaning or temporarily renders a room unavailable. Applicable statutory provisions and the General Terms and Conditions remain unaffected.
- 8.7 In the event of a breach of the smoking ban, the Hotel may also take appropriate measures in accordance with Clause 17 of these House Rules.
- 9. **SPA, WELLNESS, FITNESS AND SWIMMING AREAS**
- 9.1 Use of the spa, wellness, fitness and swimming facilities is subject to the respective access, hygiene and safety regulations and the instructions of Hotel staff.
- 9.2 Facilities may only be used for their intended purposes. Any restrictions, age requirements and specific safety rules applicable to individual areas must be observed. The current opening and usage hours are published on the Hotel's website and must be observed.
- 9.3 The spa area on basement level -1 is designated exclusively as a textile-free, nude area and is marked accordingly. This area may only be used by guests aged 16 and over. Swimwear is not permitted in this area.
- 9.4 The other spa areas on the ground floor and on the fourth floor are textile areas. Swimwear must be worn in these areas. All relevant signs and instructions issued by Hotel staff are binding.
- 9.5 Guests must shower before using swimming and wellness facilities unless different rules apply to the particular area.
- 9.6 Wet areas present an increased risk of slipping. Guests are asked to move carefully and pay particular attention to slippery floors.
- 9.7 Quiet areas are intended for relaxation. Conversations must be kept quiet, and disruptive noise, loud music and telephone calls should be avoided.
- 9.8 Sun loungers and seats may not be reserved for extended periods using personal belongings when they are not actually being used. After a reasonable waiting period, the Hotel may remove unattended belongings and place them in storage.
- 9.9 The use of mobile phones and devices with camera functions is prohibited in areas where the privacy of other guests could be compromised, wherever the Hotel has imposed such restrictions. Any designated prohibitions on photography and mobile phone use must be strictly observed.
- 9.10 Saunas and steam rooms may only be entered and used in accordance with the rules displayed for each facility. Requirements concerning textile-free use or the wearing of swimwear must be observed.

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- 9.11 Sexual activity of any kind is prohibited in all spa, wellness, fitness and swimming areas. Violations may result in immediate exclusion from the facilities and, where appropriate, further measures by the Hotel.
- 9.12 Dogs and other animals are not permitted in any spa, wellness, fitness or swimming areas. Statutory access rights for recognised assistance dogs remain unaffected.
- 9.13 Eating, drinking and smoking are permitted only in designated areas.
- 9.14 Fitness equipment is used at the guest's own risk and only for its intended purpose. Equipment must be operated correctly. Any damage or defects must be reported to staff immediately.
- 9.15 Guests with existing health conditions, circulatory problems or other health concerns are advised to seek medical advice before using sauna, steam room, fitness or swimming facilities.
- 9.16 The swimming area on the fourth floor hosts the designated "Splash Time" for children daily from 2.00 pm to 4.00 pm. During this period, guests should expect higher noise levels and increased activity by children. Outside these hours, the usual usage and conduct rules for the respective area apply.
- 9.17 The Hotel may temporarily restrict access to or close individual facilities for safety, maintenance or operational reasons.
- 10. SAFETY, ESCAPE ROUTES AND EMERGENCIES
  - 10.1 Escape and rescue routes, emergency exits, fire brigade access routes, fire extinguishers and other safety equipment must remain accessible and unobstructed at all times.
  - 10.2 Tampering with, damaging or misusing smoke detectors, fire alarm systems, fire extinguishers, emergency lighting, emergency exits or other safety equipment is prohibited.
  - 10.3 In the event of a fire, medical emergency or other danger, Hotel staff must be informed immediately. The instructions of Hotel employees and emergency responders must be followed.
  - 10.4 Safety-related incidents, accidents, suspicious observations and damage must be reported to Hotel staff immediately.
  - 10.5 The permitted maximum occupancy of guest rooms, event rooms and other areas must not be exceeded.
  - 10.6 The Hotel may restrict access to individual areas or suspend their use if a specific danger exists to guests, employees, third parties or the Hotel.
- 11. PARKING, UNDERGROUND CAR PARK AND VEHICLES
  - 11.1 APPENZELLER HUUS offers paid parking spaces in the Hotel's underground car park and free outdoor parking spaces near the railway station.
  - 11.2 Use of the underground car park costs CHF 30 per vehicle, per night, in accordance with the applicable booking conditions. Hotel guests may use the outdoor parking spaces near the railway station free of charge, subject to availability.
  - 11.3 Vehicles may only be parked in designated parking spaces. Access roads, escape routes, fire brigade access areas and unauthorised areas must remain clear.
  - 11.4 All applicable traffic and safety instructions must be observed in the underground car park and throughout the Hotel premises. Vehicles must be driven slowly, with particular consideration for pedestrians.
  - 11.5 Parking facilities may be used subject to applicable law and the conditions agreed for their use. The Hotel is liable for damage, loss or theft only to the extent required by law.

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- 11.6 Any damage to other vehicles, the parking facilities or other property caused by guests or their vehicles must be reported to the Hotel immediately. Liability is determined in accordance with applicable law.
- 12. EVENTS, SEMINARS AND BANQUETS**
- 12.1 Seminars, meetings, banquets, weddings, corporate events and private celebrations are additionally subject to the relevant offer, reservation confirmation, event contract and General Terms and Conditions for Groups, Seminars, Banquets and Events.
- 12.2 The agreed usage, set-up and dismantling times must be observed. Any additional usage time must be agreed with the Hotel in advance.
- 12.3 Capacity limits, seating plans, escape routes and safety requirements specified by the Hotel are binding.
- 12.4 Personal technical equipment, installations, decorations and external service providers must be agreed with the Hotel in advance if they may affect hotel operations, safety or the premises.
- 12.5 Event organisers are required to inform their participants, guests, employees and appointed third parties of the applicable rules and, within the scope of their responsibilities, ensure compliance.
- 12.6 In the event of significant disruption, safety risks or material breaches of the agreed conditions, the Hotel may take appropriate measures and restrict or terminate an event in accordance with applicable law and contractual provisions.
- 13. VALUABLES, LOST PROPERTY AND PERSONAL BELONGINGS**
- 13.1 Guests are asked to keep valuables and personal belongings safe and not to leave them unattended in public areas.
- 13.2 Where storage facilities are available in guest rooms or at reception, these may be used subject to the applicable conditions.
- 13.3 Items brought onto the premises are subject to the statutory liability provisions. The relevant provisions of the APPENZELLER HUUS General Terms and Conditions also apply.
- 13.4 Any items found must be handed in at reception or to a member of staff.
- 13.5 Lost property is kept in accordance with applicable law and operational capabilities. At the owner's request, forwarding or shipping may be arranged at the owner's expense.
- 14. DATA PROTECTION AND VIDEO SURVEILLANCE**
- 14.1 Personal data is processed in accordance with applicable data protection legislation and the APPENZELLER HUUS Privacy Policy.
- 14.2 Video surveillance may be used in appropriately signposted or designated public areas to protect people and property and to maintain security.
- 14.3 Details concerning video surveillance, its purposes, data retention and the rights of affected individuals are governed by the Privacy Policy and the Hotel's related information.
- 14.4 These House Rules do not replace the Privacy Policy or any information concerning video surveillance required by law.
- 15. DAMAGE, SOILING AND LIABILITY**
- 15.1 Guests must treat the Hotel's facilities, rooms, furniture, technical equipment and other property with care.
- 15.2 Any damage, loss or unusual soiling must be reported to Hotel staff immediately.

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- 15.3 For damage, loss or unusual soiling caused by guests or by persons attributable to them under applicable law, the Hotel may claim compensation for the necessary, reasonable and verifiable costs of cleaning, repair, replacement and restoration.
- 15.4 Normal wear and tear, as well as damage that cannot legally be attributed to the guest, will not be treated as damage caused by the guest.
- 15.5 The Hotel's liability is governed by applicable law and the relevant General Terms and Conditions. Mandatory statutory claims remain unaffected.
- 15.6 A cleaning deposit or other advance payment for potential additional costs will only be charged where this is provided for in the relevant case and the applicable conditions have been communicated transparently to the guest in advance. Settlement will be made in accordance with the applicable agreements and statutory provisions. Any unused amount will be refunded.
- 16. COMPLAINTS AND SPECIAL REQUESTS**
- 16.1 Concerns, complaints or comments regarding rooms, facilities or services should be communicated to reception or the relevant employees as soon as possible.
- 16.2 The Hotel endeavours to review legitimate concerns promptly and offer a suitable solution within its operational capabilities.
- 16.3 Guests are asked to allow employees a reasonable opportunity to investigate reported problems and, where appropriate, resolve them.
- 17. BREACHES OF THE HOUSE RULES**
- 17.1 In the event of a breach of these House Rules, the Hotel may take appropriate measures depending on the nature, severity and frequency of the violation.
- 17.2 RESPECTFUL CONDUCT**  
Insults, threats, violence, harassment and discriminatory behaviour towards guests, employees or other persons will not be tolerated. In response to such incidents, the Hotel may take appropriate protective and security measures. The measures taken will depend on the nature and severity of the incident and on applicable legal and contractual provisions.
- 17.3 Possible measures in response to breaches of these House Rules include, in particular
- A verbal or written warning
  - A request to cease the disruptive behaviour immediately
  - Restrictions on access to individual areas or the use of specific facilities
  - Charges for verifiable, reasonable and legally permissible additional costs
  - A request to leave a particular area or the Hotel
  - In the event of serious contractual breaches, termination of the stay or event, to the extent permitted by law and the applicable contractual provisions
- 17.4 In cases involving an immediate threat, violence, harassment, significant property damage or other serious incidents, the Hotel may take appropriate protective and security measures without delay. The competent authorities may be contacted where necessary.
- 17.5 Any further statutory or contractual claims of the Hotel and the persons affected remain unaffected.
- 18. FINAL PROVISIONS**
- 18.1 These House Rules apply to all three properties of APPENZELLER HUUS and all associated indoor and outdoor areas.
- 18.2 The applicable General Terms and Conditions for individual guests or for groups, seminars, banquets and events, as well as the specific usage regulations for individual facilities, apply in addition to these House Rules.

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- 18.3 In the event of a conflict between these House Rules and an individually agreed written arrangement, the specific agreement shall prevail to the extent permitted by applicable law. Mandatory statutory provisions remain unaffected.
- 18.4 The Hotel may amend these House Rules for legitimate reasons or operational purposes. The current version will be made available to guests in an appropriate manner. Any amendments shall respect existing contractual agreements and mandatory statutory provisions.
- 18.5 By making a booking or using the Hotel's services, guests agree to observe the House Rules in force at the relevant time.

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