



GENERAL TERMS AND CONDITIONS (GTC)

1 Conclusion of contract

The conclusion of the contract is governed by the provisions of the Swiss Code of Obligations. A reservation is deemed to have been made when a deposit or guarantee has been received by credit card. No charges will follow in advance except for "non-refundable" bookings. The credit card serves only as a guarantee for the booking. We reserve the right to authorise and charge cancellation costs directly to the credit card provided as guarantee.

2. Options / Offers

Option dates as well as offers are binding for both parties. We may automatically dispose of the reserved rooms after the expiry of the option period, unless the client has sent a written confirmation. The confirmation must be received by us on the last day of the option period.

The offer is valid for 30 days unless otherwise agreed in writing. It is accepted when the customer declares this in writing or by telephone and we confirm this in writing.

3. Prices / Means of payment

The prices result from the conclusion of the contract or the current daily prices. Our prices are in CHF including service and VAT. City taxes are shown separately. Unless otherwise agreed, no catering is included in the room rate.

We accept the following means of payment: cash, Postcard, Maestro, V-Pay, Mastercard, Visa, Diners Club Twint and American Express. When paying in euros, the conversion is based on the exchange rate set by the hotel.

In the absence of valid credit card details to guarantee the reservation, we may request an advance payment of the agreed price.

The following bank account is available:

Name of bank:	Luzerner Kantonalbank
Beneficiary:	Mr. Beat Stofer, Hotel Balm, Balmstrasse 3, 6045 Meggen
IBAN:	CH53 0077 8010 0596 8820 4
Clearing No.:	778
Account no.:	01-00-596882-04
Swift:	LUKBCH2260A

4. Guest room / Cancellation policy individual and group reservations

Your room will be at your disposal from 3 pm on the day of arrival. We kindly ask you to inform us of your arrival after 10 pm and to vacate your room by 11 am on the day of departure. A late check-out is possible on request and for a fee. Additional requests (balcony, lake view, etc.) are also subject to a surcharge.

Individual travellers

A free rebooking or cancellation is possible up to 24 hours before the day of arrival. This gives us the opportunity to rent the room to someone else and avoid costs for you. In the event of a rebooking, no-show, cancellation after this deadline or early departure, we reserve the right to charge for one to three nights, depending on the length of the stay. If the hotelier incurs damage because the guest does not fulfil his obligations (late cancellation, no-show, late arrival, early departure), the guest must pay for this on the basis of general contractual rules (OR 97ff) and the rules of tenancy law in the event of early return of the item (OR 264).

In the case of rates booked on non-cancellable terms ("Early Booking" and "Last Minute"), the entire booking will be charged, irrespective of the reasons for non-cancellation or cancellation.

Group travellers (5 rooms or more)

After conclusion of the contract, the following cancellation conditions apply:

14 days and more before your arrival date, it is possible to cancel free of charge.

8 to 14 days before your date of arrival 50% of the booked service

3 to 7 days before your arrival date 75% of the booked service

0 to 3 days before your arrival date 100% of the booked service

Please provide us with the list of names of your guests two weeks before arrival.

Reservation conditions

We require the names of all arriving guests per room and a valid credit card including expiry date to guarantee the reservation.

In the case of a total invoice, we do not require any further information. If the guests pay for their rooms individually on site, we require the credit card details of each individual, unless the customer assumes the cancellation costs in the event of a cancellation outside the free period.

For group rates booked on non-cancellable terms ("Early Booking" and "Last Minute"), the entire booking will be charged, regardless of the reason for no-show or cancellation.

For reservations via online portals, the respective reservation and cancellation conditions apply. Credit cards are checked electronically by us. In the event of invalid credit card details, we will consider the booking as not guaranteed.

Depending on the season, we take the liberty of requesting a minimum stay of 2 nights, depending on the season.

Banquets

We kindly ask you to make cancellations in writing. In the event of a cancellation of a definitively booked event, the following costs will be charged to the organiser:

15 - 4 days before the event 0% of the booked service

3 - 1 day before the event 100% of the booked service.

The confirmed number of persons shall serve as the basis for invoicing. The definitive number of persons must be notified at the latest three days before the start of the event and will be charged in any case.

5 Parking

Parking spaces are available to our guests free of charge. We would like to point out that the hotel cannot be held liable for any damage to the parking space. An underground parking space can be rented for a fee.

6. Pets

Are welcome in the whole house - We will charge an extra fee of CHF 20.00 per night and pet (without food). We reserve the right to charge you for any damage caused by pets.

7. Liability of the hotel

The hotel is liable for the guests' belongings in accordance with the statutory provisions. Liability for slight negligence is expressly excluded. Should the guest come to harm or be dissatisfied with the hotel's services, he must notify the hotel immediately, otherwise he can no longer assert any rights. If the hotel does not provide the agreed hotel room(s), it shall be liable to the guest for the damage incurred, provided that it can be proven. If the hotel is unable to provide the reserved room(s) on arrival, it will arrange equivalent substitute accommodation at another hotel and pay for any additional costs such as transport, accommodation etc. which exceed the original contract rates. All claims against the hotel become statute-barred 6 months after departure, unless the mandatory statutory provisions provide for longer periods.

8. Final provisions

Changes or additions to the contract or the reservation confirmation shall always be made in writing, if possible. Unilateral changes or additions are ineffective. With your signature on the banquet or reservation confirmation or unilateral confirmation of a booking by you, you accept the General Terms and Conditions. This contract is subject exclusively to Swiss law. The parties agree that the exclusive place of jurisdiction shall be the Canton of Lucerne/Switzerland.