



General Terms and Conditions

1. Subject matter of the General Terms and Conditions

The subject of these General Terms and Conditions (GTC) is the provision of hotel rooms, restaurant, or event facilities as well as the provision of all agreed services by the Hotel Chesa Rosatsch directly or by external partners appointed by it.

2. Provisions for hotel reservations

2.1. Cancellation

If a booking cannot be fulfilled, the following cancellation conditions apply:

- A cancellation must reach us at least 7 days before the arrival date. From 6 days before arrival, 100% of the booking value will be charged. Exceptions are specially listed cancellation conditions (e.g. over Christmas/New Year)
- 24.12.2022 – 08.01.2023: A cancellation must reach us at least 21 days before arrival date. From 20 days before arrival, 100% of the booking value will be charged.
- The cancellation fees only apply if the cancelled room cannot be re-let under the same conditions. If a re-letting takes place, there are no fees.
- If travel is not possible for reasons of higher power, no cancellation fees will be charged.
- An early departure and/or later arrival will be treated as a "no show" and charged, unless the reservation change is made in writing 7 days in advance.
- Individual cancellation conditions apply to group reservations.

Please note that our cancellation conditions also apply in the event of a Covid-related cancellation of your trip (illness, quarantine, etc.).

In any case, we recommend that you take out cancellation insurance.

3. Regulations for restaurant visits

3.1. Credit card guarantee

- Hotel Chesa Rosatsch reserves the right to request the confirmation of a credit card guarantee.
- The credit card is deposited as a guarantee via our reservation system ALENO. The details of the deposited card are not visible to the Hotel Chesa Rosatsch, so that the card is always protected against misuse.
- If a reservation is not made (no show) or cancelled later than 5 p.m. on the day of the planned visit, a no-show fee of CHF 100.- per person will be charged.
- Decisive for the calculation of the no-show fee is the number of people specified and confirmed at the time of reservation.
- If the reservation is made with less than the confirmed number of people, the no-show fee listed above will be charged for the unoccupied seats. There is a goodwill of 10%
- The amounts due in accordance with these provisions will be charged to the deposited credit card without consultation.

4. Regulations for banquets / events / occasions with F&B consumption

4.1. Number of guests

- The status of the reported number of persons three days before the event is binding and will be invoiced. The goodwill is 5%.

4.2. Cancellation:

- the following costs will be charged:
 - up to 4 weeks before the event: no offsetting
 - up to 3 weeks before the event: 50 percent of the agreed services
 - 1 to 2 weeks before the event: 80 percent of the agreed services
 - 2 days before the event: 100 percent of the agreed services

4.3. Exclusiveness

- For the implementation of a closed company in our restorations, the following modalities apply:
 - **Restorant Uondas:** from an F&B turnover of **CHF 10'000.-** no room rent is charged, if this amount is not reached, we allow ourselves to charge the difference as room rent
 - **Heimatli:** from an F&B turnover of **CHF 3'500.-** no room rent is charged, if this amount is not reached, we allow ourselves to charge the difference as room rent
 - **Hühnerrei:** from an F&B turnover of **CHF 3'500.-** no room rent is charged, if this amount is not reached, we allow ourselves to charge the difference as room rent

4.4. Night supplement

- From 00.00 a.m. we charge a night surcharge of CHF 350 per hour opened (contribution to expenses)

4.5. Advance payments

- Hotel Chesa Rosatsch reserves the right to a deposit of 50 percent of the agreed services or another individually agreed advance payment. For reservations with a billing address outside Switzerland or reservations from abroad, a deposit of 100 percent of the reserved service is required.

4.6. Service fee / cone fee

- On request, you can bring your own favorite wine. For self-brought drinks, the following service fee will be charged per bottle:
 - Wine: CHF 37.00 per 0.75 litre bottle
 - CHF 70.00 per 1.5 litre bottle
 - Champagne: CHF 48.00 per bottle 0.75 litre bottle