

Our General Terms and Conditions (GTC)

A) Individual guests

Cancellation policy

You can cancel your booking **free of charge** up to **4 p.m. two days before arrival**. In the event of later cancellation or no-show, we will charge 100% of the first night. We recommend that you take out travel or cancellation insurance.

Reception opening hours

Our **hotel is closed at night** (weekdays from 8:30 p.m. to 6:30 a.m. and weekends from 5:00 p.m. to 8:00 a.m.). There is **no night porter service**.

If you no longer have access to your booked room because you have forgotten or lost your key card or room key, please call our night emergency number. If the night emergency service is unable to help you and physical assistance is required on site, you **will be charged CHF 300.00**, which is payable immediately.

Self check-in

Thanks to digital technology, you can arrive and check in at any time, even outside reception opening hours. Please make sure you note the **important check-in information** in advance! You will receive the necessary information for your **self-check-in by email** (including the current door code for the hotel entrance), so please also check your spam folder.

Electronic locking system, room keys

Our electronic locking system with key cards allows 24-hour access to the hotel and your booked room (access to the hostel area with KABA key and batch).

The loss of the key card or key must be reported to reception immediately. Key cards that cannot be found or are defective will be charged at CHF 20 at the latest upon departure, classic KABA keys at CHF 80.

Room allocation, arrival and departure times

Hotel rooms are available to our guests from 4 p.m. on **the day of arrival** at the latest. On **the day of departure**, we kindly ask you to vacate your room by 10 a.m. on weekdays and by 11 a.m. on Saturdays and Sundays. If, in exceptional cases, you wish to stay in your room longer, please discuss the desired later check-out time with reception in advance.

The Dialoghotel Eckstein may charge compensation for late check-out. Without prior agreement, 30% of the daily rate will be charged for use of the room until 2 p.m. on the day of departure. For later check-out, the price of an additional night will be charged.

Payment terms

All invoices are issued in CHF. Hotel accommodation must be paid for in advance or at the latest upon departure. We accept all major debit and credit cards as well as Twint.

Smoking

The Dialoghotel Eckstein is smoke-free. Additional costs for odour removal in the hotel room or similar, as well as costs for fire brigade call-outs triggered by false alarms, will be charged to the guest.

Lost

Lost property will be dated and, if possible, labelled with the room number. It will be stored for a maximum of 6 months. After this period, it will be disposed of. The hotel expressly accepts no liability for lost property.

If known, we will inform our guests immediately about the items left behind and send them by post on request. The costs and risk of subsequent delivery shall be borne by the guest.

Advance payment of the costs is required before dispatch.

Pets

Well-behaved dogs are welcome. Your dog can stay for CHF 25.00 per night and will receive a dog set.

Parking spaces, e-mobility

The Dialoghotel Eckstein has approx. 30 free parking spaces on its own premises. The parking spaces are not monitored by CCTV. The Dialoghotel Eckstein accepts no liability for any damage. Guests with electric cars have two parking spaces with a double electric charging station at their disposal. Activation and billing are handled by the reception (please note the opening hours).

Accessibility (for guests in wheelchairs)

With a few exceptions, the Dialoghotel Eckstein is wheelchair accessible. We will be happy to provide you with more information when you make your reservation or you can find out more online at [OK:GO](https://www.ok-go.ch) (barrier-free travel in Switzerland).

Internet access (Wi-Fi)

The Dialoghotel Eckstein has internet access with a state-of-the-art fibre optic connection. Wi-Fi access is free for all guests.

Data

Personal and address data collected by the Dialoghotel Eckstein in connection with the provision of services may be used by the Dialoghotel Eckstein for advertising purposes.

B) Seminars, groups, banquets

Reservations

The reservation contract with Dialoghotel Eckstein is only valid once it has been confirmed in writing by the customer. If the contract is not signed and returned to Dialoghotel Eckstein within 14 days, the hotel reserves the right to dispose of the reserved dates.

Cancellation policy for group, conference, seminar or banquet reservations

In the event of cancellation of the entire event, we ask the customer to notify us as soon as possible. Only **written** cancellations will be accepted.

If you wish to cancel a definitively booked event, **the** following **cancellation fees** will apply: Up to 90 days before the start of the event No
Up to 60 days before the start of the event 25% of the reserved services
Up to 30 days before the start of the event 50% of the reserved services
Up to 15 days before the start of the event or later 100% of reserved services

Advance payment

Dialoghotel Eckstein is entitled to demand an advance payment at its discretion, in particular for larger events. If payment is not made on time, Dialoghotel Eckstein may terminate the contract immediately (without reminder) and charge cancellation fees.

Invoicing

Unless otherwise agreed in writing, Dialoghotel Eckstein will invoice the customer for the expenses incurred after the booked event has ended. The contract address on the signed offer or reservation confirmation is considered the valid billing address. If additional consumption is to be paid for individually by the event guests or participants, this must be settled at the reception desk before departure.

➔ All invoices are issued in CHF including Swiss VAT.

Number of participants

The customer shall confirm the final number of participants to Dialoghotel Eckstein in writing 15 days before the event. **Deviations of +/- 5% from the signed contract will be adjusted free of charge up to 7 days before the event.** The number of participants reported 7 days in advance will be invoiced to the organiser.

For room reservations, we require a **complete list of participants** (a template with the necessary information will be provided) **21 days** before the date of arrival.

Payment

All invoices are issued in CHF. Hotel accommodation must be paid in advance or at the latest upon departure. We accept all major debit and credit cards as well as Twint.

For events or corporate customers, payment of the total costs is possible **on account**, provided that the company is based in Switzerland. After invoicing, we expect payment to be made to our bank account net without any deductions within 30 days.

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If you are unable to access your booked room because you have forgotten or lost your key card or room key, please call our night emergency number. If the night emergency service is unable to help you and physical assistance is required on site, you will **be charged CHF 300.00**, which is payable immediately.

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The Dialoghotel Eckstein may charge compensation for late check-out. Without prior agreement, 30% of the daily rate will be charged for use of the room until 2 p.m. on the day of departure. For later check-out, the price of an additional night will be charged.

Daily menus for events, banquets, bringing food and drinks

Our daily changing 2- to 4-course menus are based on regional and seasonal cuisine. These menus are included in full board or in a seminar package. Upon advance notice, we will be happy to take into account your wishes regarding diets, allergies or other intolerances.

We are happy to organise your banquets, weddings, aperitifs and company celebrations for 10 people or more. We will put together menus individually according to your wishes. You will find some menu suggestions on our website to give you an initial idea.

Bringing your own food and drinks is not permitted. Exceptions must be clarified with the management during the booking phase and, if necessary, confirmed in writing.

Duration of events, extension for banquets

The duration of use of the seminar rooms is agreed in the contract and also includes preparation and tidying up. Extensions of use require prior agreement and the Dialoghotel Eckstein may charge additional room rental fees.

Parties/banquets at the Dialoghotel Eckstein may be held until 2 a.m. at the latest. Please let us know what time you plan to end your event so that we can arrange staffing accordingly. From 10 p.m. onwards, we will charge you CHF 150.00 for each hour or part thereof.

Disposal of materials at events

Packaging material (cardboard, boxes, plastic, etc.) that is used in connection with the delivery of the event by the guest or third parties must be disposed of by the organiser. If the organiser leaves packaging material at the Dialoghotel Eckstein, the hotel is entitled to dispose of it at the organiser's expense.

Cloakrooms, luggage room

There is plenty of space for your outdoor clothing in our cloakrooms (main cloakroom opposite reception, mobile cloakrooms). We accept no liability for items left in the cloakroom. You can easily store your luggage (lockable luggage room at reception) if your room is not yet ready upon arrival.

Lost property

Lost property is dated and, if possible, labelled with the room number. Items are stored for a maximum of 6 months. After this time, they will be disposed of. The hotel expressly accepts no liability for lost property.

If known, we will inform our guests immediately about the items left behind and send them by post on request. The costs and risk of reshipment are borne by the guest. Advance payment of the costs is required before shipment.

Pets

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Meal times in the hotel restaurant

Breakfast	Mon–Fri, 6:30 a.m.–10:00 a.m., Sat–Sun, 8:00 a.m.–10:00 a.m.
Lunch	Lunch buffet between 11:30 a.m. and 2:00 p.m., depending on your event programme
Dinner	between 6:00 p.m. and 9:00 p.m., depending on your event programme

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Flowers and decorations for events

We would be happy to arrange floral decorations for your event according to your wishes. The mounting materials for decorations you put up yourself must be agreed with the Dialoghotel Eckstein; damage to the building and furnishings will be charged.

Data use

Personal and address data collected by Dialoghotel Eckstein in connection with the provision of services may be used by Dialoghotel Eckstein for advertising purposes.

July 2025 WiG