

General Terms and Conditions (GTC)

A) General provisions

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

Electronic locking system, room key

Our SALTO electronic locking system uses keycards to provide 24-hour access to the hotel and your booked room (access to the hostel area is via KABA key and batch).

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

Parking spaces, e-mobility

The Dialoghotel Eckstein has approximately 30 free parking spaces on its premises. The parking spaces are not monitored by CCTV. The Dialoghotel Eckstein accepts no responsibility for any damage.

Two parking spaces with a double e-charging station are available for guests with e-cars. Activation and billing are handled by the reception (please note opening hours).

Accessibility (for guests in wheelchairs)

The Dialoghotel Eckstein is wheelchair accessible, with a few exceptions. We will be happy to provide you with further information when you make your reservation, or you can find out more online at our entry on **OK:GO-Initiative** (barrier-free travel in Switzerland).

Pets

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

In the hotel restaurant, your dog is not allowed to lie in the passageway for service staff or guests (tripping hazard).

Smoking

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

Internet access (Wi-Fi)

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

Disposal of materials

Packaging materials (cardboard, boxes, plastic, etc.) that accumulate in connection with deliveries to 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

Our cloakrooms (main cloakroom opposite reception, mobile cloakrooms) offer sufficient space for your outdoor clothing. No liability is accepted for the cloakrooms.

You can store your luggage with us (lockable luggage room at reception) if your room is not yet ready for occupancy upon arrival.

Lost property

Lost property is dated and, if possible, labelled with the room number. It is kept for a maximum of 6 months. After this period, these items are 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 upon request. The costs and risk for the subsequent shipment shall be borne by the guest. Advance payment of the costs is required before shipment.

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.

B) Individual guests

Self check-in

Thanks to digital technology, you can arrive and check in at any time, even outside reception opening hours. Please be sure to 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). Be sure to check your spam folder!

Room occupancy, 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 your desired later check-out time with reception in advance.

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

Cancellation policy

You can cancel your booking **free of charge** until **4 p.m. two days before arrival**.

In the event of a later cancellation or no-show, we will charge 100% of the first night's stay. We recommend that you take out travel or cancellation insurance.

Payment terms

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

C) Seminars and groups

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 returned to Dialoghotel Eckstein signed within 14 days, the hotel reserves the right to dispose of the reserved dates.

Final number of participants

15 days before the event, the customer shall confirm the final number of persons to Dialoghotel Eckstein in writing. A reduction of **up to 5%** compared to the signed offer (contract) **will be accepted free of charge up to 7 days before the start of the event**. After that, the number of persons reported will be invoiced to the organiser. Exception: Any additional persons beyond this number will be charged at the regular rate.

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

Advance payment

Dialoghotel Eckstein is entitled to request an advance payment at its discretion, depending on the scope of the reservation, especially for larger events. If the deposit is not paid 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 costs incurred after the booked event has ended. The contract address on the signed offer or reservation confirmation is considered the legally valid billing address. If additional consumption is to be paid for individually by the event guests or participants, this must be done at reception before departure. All invoices are issued in CHF including Swiss VAT.

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 and Twint.

For events or corporate customers, payment of the total costs **by invoice** is possible, 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.

Cancellation policy for group, conference or seminar events

If you need to cancel the entire event, please let us know 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 charge
Up to 60 days before the start of the event 25% of the reserved services
Up to 30 days before the event begins 50% of the reserved services Up
to 15 days before the start of the event or later 100% of the reserved services

Daily menus for events, bringing your own 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 are happy to take your dietary requirements, allergies or other intolerances into account.

Bringing your own food and drinks is not permitted. If exceptions are desired, these must be clarified with the management during the booking phase and recorded in writing in the reservation confirmation.

Meal times in the hotel restaurant

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

Flowers and decorations for events

We are happy to organise floral decorations for your event according to your wishes.

The mounting materials for decorations you put up yourself must be agreed upon with the Dialoghotel Eckstein; damage to the building and furnishings will be charged.

All decorations must be certified as "flame retardant".

D) Banquets, weddings and aperitifs

We are happy to organise your banquets, weddings, aperitifs and company celebrations for 10 people or more. We put together menus individually according to your wishes. For some initial ideas, you will find a few menu suggestions on our website under "Gastronomy".

Cancellation policy

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 charge
Up to 60 days before the event	30% of the confirmed menu price and number of guests
Up to 30 days before the event	80% of the confirmed menu price and number of guests
From 15 days before the event	100% of the confirmed menu price and number of guests

Exception for funeral receptions

Up to 10 days before the event	No charge
Up to 6 days before the start of the event	30% of the confirmed menu price and number of guests
Up to 3 days before the event	80% of the confirmed menu price and number of guests
For later cancellations	100% of the confirmed menu price and number of guests

Final number of participants

The **final number of guests and the number of guests** with vegetarian requirements, allergies and food intolerances must be communicated to the hotel **in writing at least 7 days before the event**.

A deviation in the number of guests from the signed offer of - **5% up to 7 days before the start of the event** will be accepted free of charge. Additional guests will be charged at the regular rate.

Minimum consumption

A minimum consumption applies to events with fewer than 15 guests. This will be calculated individually by Dialoghotel Eckstein and communicated to you in the offer.

Advance payment

Dialoghotel Eckstein is entitled to demand an advance payment at its discretion, particularly for larger events. If the advance 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 costs incurred after the booked event has ended. The contract address on the signed offer or reservation confirmation is considered the legally valid billing address. If additional consumption is to be paid for individually by the event guests or participants, this must be done at reception before departure. All invoices are issued in CHF including Swiss VAT.

Duration of events, extension for banquets

The duration of use of the premises is agreed in the contract and also includes preparation and tidying up. Extensions of use require prior agreement, and the Dialoghotel Eckstein may also 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 how long you plan your event to last so that we can make the necessary staffing arrangements. From 10 p.m. onwards, we charge CHF 150.00 for each hour or part thereof. From midnight onwards, we charge a fee of CHF 50.00 for the extension permit issued by the municipality of Baar.

Flowers and decorations

We are happy to organise 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.

All decorations must be certified as "flame retardant".

Corkage fee

For alcoholic beverages brought in by guests (wine, sparkling wine, spirits, etc.), a "corkage fee" of CHF 25.00 per bottle will be charged.

Valid from 01.01.2026 - WiG