

# General Terms and Conditions (GTC)

## Banquets

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### 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.

#### 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 responsibility for any damage.

Guests with electric cars have access to two parking spaces with a double charging station. Activation and billing are handled by 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. 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 for all guests.

#### Disposal of materials

Packaging materials (cardboard, boxes, plastic, etc.) that accumulate 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**

Our cloakrooms (main cloakroom opposite reception, mobile cloakrooms) offer sufficient space for your outdoor clothing. No liability is accepted for items left in the cloakrooms. You can store your luggage with us (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. It is stored for a maximum of 6 months. After this time, 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 on request. The costs and risk of subsequent shipment are borne by the guest. Prepayment of expenses 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) Banquets, weddings and receptions**

We are happy to organise your banquets, weddings, aperitifs and company celebrations for 10 or more people. 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 start of the event	30% of the confirmed menu price and number of guests
Up to 30 days before the start of the event	80% of the confirmed menu price and number of guests
From 15 days before the start of the event	100% of the confirmed menu price and number of guests

### **Exception for funeral receptions**

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

### **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 the 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 expenses 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 the reception desk 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 contractually and also includes preparation and clean-up work. 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 verifiably declared as "flame retardant".

**Corkage**

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