

Terms and Conditions

General Terms and Conditions City-Hotel Ochsen Zug AG

City-Hotel Ochsen Zug AG
Kolinplatz 11
CH-6300 Zug

Phone: +41 41 729 32 32

Mail: info@ochsen-zug.ch

These Terms and Conditions apply to all reservations and guest accommodation contracts concluded between the City-Hotel Ochsen Zug AG and third parties (guests), as well as to all other services provided by the City-Hotel Ochsen Zug AG.

1. Conclusion of contract

The contract is concluded with the receipt of the reservation confirmation confirmed by the guest, a deposit or via an internet-based booking system, i.e. via our homepage. If the booking guest registers further guests, he is liable for the fulfilment of their obligations. The City Hotel Ochsen is entitled to refuse the conclusion of an accommodation contract with a guest at its own discretion.

2. Services

The specific services provided by the City-Hotel Ochsen Zug are based on the reservation confirmation. If the guest requests services that are not provided by the hotel itself, the hotel acts merely as an intermediary. These services will be invoiced separately.

3. Prices and payment obligations

The prices result from the confirmation respectively the price list. Please note that we at the City-Hotel Ochsen Zug work with daily rates, where prices are based on availability.

The hotel is entitled to request a deposit for group reservations or special events, in the amount of 100% of the total amount, upon conclusion of the contract. Room rates on the basis of the Non-Refundable Rate will already be charged at 100% to the credit card at the time of the definitive booking. The deposit will be deducted from the hotel price owed or any cancellation costs. In addition to a deposit, the hotel may also require a credit card guarantee and signature. Credit card details are only used to secure the reservation. Final payment will be made on site after further consultation with the guest. The deposit must be paid 30 days prior to arrival. If the deposit is not paid in due time, the hotel may cancel the contract after a short grace period of 5 days has elapsed to no avail and demand the cancellation costs mentioned under point 4. The final invoice must be paid at check-out in cash in Swiss francs or with an accepted credit card (American Express, Master Card, Maestro CH, Maestro Int., TWINT, Visa, V-Pay). Invoices from the City-Hotel Zug are due within 30 days of the invoice date without deduction.

4. Changes, Cancellations and No-show

Changes and cancellations of bookings: Decisive for the calculation of a timely cancellation or change of a booking is the arrival of the written notification (only written notifications to info@ochsen-zug.ch accepted) in the central reservation department of the City-Hotel Ochsen Zug, as well as the subsequent confirmation by the City-Hotel Ochsen Zug.

Cancellations of internet-based bookings: Cancellations via internet-based booking systems are only legally effective if they have been cancelled via the booking system in compliance with the cancellation conditions and accepted by the hotel. If the customer withdraws from the contract, the following cancellation charges are payable depending on the booking type:

1 - 3 rooms 24 hours prior to arrival by 4.00 p.m. local time.

4 - 5 rooms 72 hours prior to arrival by 4.00 p.m. local time

5 - 7 rooms 7 days prior to arrival by 4.00 p.m. local time

7 - 10 rooms 10 days prior to arrival by 4.00 p.m. local time

Reservations with a higher number of rooms are subject to an individual cancellation period.

No-Show: 100% of the total arrangement.

Please note that different cancellation terms apply to special offers. These are shown on the reservation confirmation for each booking or enquiry.

5. Room check-in and return

The rooms are available from 3.00 p.m. on the day of arrival. On the day of departure, the rooms must be vacated by 12.00 noon. If the room is returned late, up to 50% of the room price will be charged; if the room is not returned until after 6 p.m., the entire room price will be charged.

The guest has no right to a specific room, unless otherwise agreed. The rooms may only be used for the agreed purpose of overnight accommodation. The hotel is entitled to terminate the contract without notice if the contract has been concluded under false or misleading information or if the room is not used in accordance with the contract.

6. Liability of the hotel

The hotel is liable for the guests' belongings in accordance with the statutory provisions. The hotel shall not be liable for slight negligence. The hotel shall not be liable under any legal title for services which it has merely arranged for the guest (clause 3). Should the guest suffer damage or be dissatisfied with the hotel's services, he must notify the hotel immediately, otherwise he may no longer assert any rights.

Non-contractual liability is governed by the statutory provisions, subject to further liability limitations and exclusions in accordance with these General Terms and Conditions.

7. Data protection

Any data transmitted by a customer will only be passed on to the extent necessary for a booking. Data will not be passed on for any other purpose. In all other respects, the statutory data protection regulations are complied with when collecting data. Please also refer to our detailed data protection guidelines.

8. Applicable law / place of jurisdiction

The reservation agreements, including the General Terms and Conditions and any supplementary agreements, as well as the contracts concluded on the basis thereof, shall be governed exclusively by Swiss law. The exclusive place of jurisdiction for all differences arising from these terms and conditions is Zug.

9. Final clauses

Prices are subject to change at any time. Changes to these general terms and conditions must be made in writing.

Zug, 09.Mai 2023