



General Terms and Conditions

1. Conclusion of contract

The conclusion of contract is governed by the provisions of the Swiss Code of Obligations. A reservation is considered as confirmed once a deposit or credit card guarantee is received. We reserve the right to charge cancellation costs to the credit card provided to us by way of guarantee. A contract extension will be considered on request and availability.

2. Price / Payment Methods / Advance Payment

The prices are those agreed in the conclusion of contract or stated on the underlying price list. Our prices are in Swiss francs (CHF), and include service charge, VAT and visitor's tax. Unless otherwise agreed breakfast and other meals are not included in the room rates. We accept the following means of payment: American Express, Mastercard, Visa, Maestro, Postcard, Diners Club and cash. We ask for your understanding if personal checks are not accepted. Banking details are as follows:

Coli Hospitality AG

Account No.: 78.549.453.455.0

IBAN: CH19 0078 7785 4945 3455 0

BIC/ Swift: KBZGCH22

Advance Payment

1- 29 nights

An advance payment depends on the booked rate type. The standard rate does not require a prepayment, but a credit card guarantee. For the non-refundable rate, an advance payment of the total length of stay is due.

from 30 nights

The first advance payment of one month's rent is due with the signature of the contract. Additional monthly rents are to be paid at the end of the month for the next month.

3. Rooms

Check-in/check-out

Your room will be available from 3 pm on the day of your arrival. We kindly ask you to let us know if you are planning to arrive after 6 pm. Check-out time is at 12 noon on the day of departure. Late Check-Out on request.



Room amenities

Our rooms are equipped with: fully equipped kitchen, dining table, box-spring bed 180x200 cm, bathroom with bath tub and walk-in rain shower, TV in the living room and bed room, safe, washing machine and dryer, oak wood floors, electric sun blinds, balcony or terrace (in some apartments).

Included in every stay: free WiFi, extra beds (no. of possible beds due to size of apartment), bath amenities and hair dryer, towels and bed linen, bathrobe and slipper, high-quality kitchen appliances (microwave, coffee machine, toaster, water kettle), rubbish bags, incidental expenses, final cleaning

The rooms are non-smoking. Air conditioning is not available but a fresh air supply.

4. Cancellation conditions / Cancellation period

Cancellation conditions

1- 29 nights

Rooms may be rebooked or cancelled without charge up until 3 pm three days prior to arrival. This gives us the opportunity to re-let the room, thereby saving you the costs.

from 30 nights

A free rebooking or cancellation is possible up to 30 days before arrival to every month's end.

In the event of a rebooking, no-show or cancellation after the set deadline or in the event of a premature departure we reserve the right to charge one to three nights, depending on the length of stay. Should the hotelier incur any losses due to a failure on the part of the guest to honor his obligations (late cancellation, no-show, late arrival, early departure), the guest will be held liable in accordance with the relevant provisions of the Swiss Code of Obligations (OR 97ff and OR 264 respectively).

Cancellation period

from 30 nights

The notice period for cancellation is one month (cancellable at the end of each month). Termination must be in writing.

5. Breakfast

Breakfast is not included in the room rate. Our guests have the possibility to have an à la carte breakfast at our café downstairs "Kaffee Frech".



6. Parking

An underground car park is available to our guests for CHF 25.00 per day or CHF 390.00 per month. Please note that the Hotel cannot be held liable for damage caused to the vehicle during the time it is parked in the car park nor for technical problems with the parking system.

7. Cleaning

1- 29 nights

The daily cleaning is included in the room rate (except Sundays).

from 30 nights

The room rate includes a cleaning **once a week**. Optionally, our guests can book additional cleaning services.

8. Pets

Pets are welcome in the apartments free of charge. We reserve the right to invoice you for any damage caused by your pet.

9. Liability of the Hotel

The Hotel is liable for all items brought onto the premises by guests in accordance with statutory provisions. Liability for minor negligence is expressly excluded. Should a guest come to harm or be dissatisfied with the Hotel's services, he is to notify the Hotel immediately; otherwise he will be no longer be able to assert any rights. Should the Hotel fail to provide the agreed number of hotel rooms, it is liable to the customer for the losses incurred, provided such losses can be demonstrated. Should the Hotel be unable to provide the reserved rooms on the guest's arrival, it will arrange equivalent alternative accommodation in another hotel and pay for all additional costs such as transport, accommodation, etc., over and above the original prices as contracted. As a matter of principle all claims against the Hotel become statute-barred within six months of the guest's departure, providing the mandatory statutory provisions do not specify longer periods.

Any amendments or additions to the contract or the reservation confirmation are to be made in writing whenever possible. Unilateral amendments or additions are null and void. In signing the contract/reservation confirmation or in unilaterally confirming a booking, you accept the General Terms & Conditions. This contract is subject to Swiss law exclusively. Canton Zug / Switzerland is agreed as the exclusive place of jurisdiction by the contracting parties.



Disclaimer of liability

We would like to point out, dear guests, that we will seriously and consistently implement the protection concepts prescribed and controlled by the public sector (Swiss Confederation) to avoid the transmission of SARS-CoV-2 viruses for the sake of your health. However, we ask for your understanding that we must nevertheless fully exclude any liability within the scope of what is legally permissible.

November 2023

All the documents published before this date are invalid.