

## GT&C

### General Terms & Conditions for room bookings

#### 1. Guaranteed room bookings

No charge for cancellations up to 18:00 on the arrival day. In case of later cancellation or non-arrival, the hotel reserves the right to invoice you for or charge to your credit card 100% of the nightly rate for the first night.

Booking guarantee for individual guests:

Bookings will be held until 18:00 on the arrival day. For arrivals after 18:00, please secure your booking by way of a valid credit card.

Booking guarantee for companies:

Bookings will be held until 18:00 on the arrival day. For arrivals after 18:00, we require a written guarantee from the company (e-mail).

#### 2. Availability of rooms

If the room category you booked should no longer be available when you arrive for unforeseen reasons, we will upgrade you to a next-higher category room. If no room should be available in the hotel, we will provide you with an equal or higher category room in a different hotel.

#### 3. No-shows

If a room is cancelled at short notice after the cancellation deadline (see item 4 below), we are entitled to charge you 100% of the nightly rate for the first night.

#### 4. Terms of cancellation

*4.1 Cancellation deadline for individual bookings for up to 13 nights:*

- No charge for cancellations by 18:00 on the day of arrival.
- Charge for cancellations after 18:00 on the day of arrival: one nightly rate.

#### *4.2 Cancellation deadlines for individual bookings for long-term stays*

- Bookings for 14-29 nights:

No charge for cancellations up to 3 days before the arrival day.

Charge for cancellations less than 3 days before the arrival day: the booked number of days.

- Bookings for 30 or more nights:

No charge for cancellations up to 14 days before the arrival day.

Charge for cancellations 6-14 days before the arrival day: 30% of the monthly rate.

Charge for cancellations 5 days or less before the arrival day: 100% of the monthly rate.

#### *4.3 Cancellation deadlines for group bookings (10 or more rooms)*

- No charge for cancellations up to 30 days before the day of arrival.
- Charge for cancellations up to 14 days before the arrival day: 50% of the total accommodation rate.
- Charge for cancellations up to 7 days before the arrival day: 80% of the total accommodation rate.
- Charge for cancellations less than 7 days before the arrival day: 100% of the total accommodation rate.

## **5. Booking through our website:**

Please cancel bookings made through our website directly via the online booking system (use the link provided in the confirmation mail).

## **6. External booking channels:**

Bookings made through booking.com, hrs.de, expedia.de and the like can only be cancelled via the corresponding channel, at the terms & conditions of that booking channel.

## **7. Payment**

Generally speaking, all services shall be paid directly at the hotel. Invoices will only be issued to companies in Switzerland.

Euro/US dollar invoices will be issued at the hotel's daily exchange rate.

## **8. Liability/duty of care**

Guests shall use the hotel rooms with the greatest of care. Any damage caused shall be paid for by the guest or the company. The hotel cannot accept any liability whatsoever for theft, etc., or in respect of services provided by third parties.

## **9. Additional terms & conditions**

Please note that further terms and booking conditions may apply. Refer to the booking confirmation for details.

## **10. Place of jurisdiction**

Exclusively Swiss law shall apply to all contracts concluded in form of bookings with Aparthotel Baden AG. The place of jurisdiction is Baden in the canton Aargau, Switzerland.