

# General Terms & Conditions (AGB)

## Basis

The following terms and conditions are part of each seminar contract.

With the acceptance of the seminar contract, the customer (hereinafter referred to as organizer or contractual partner) accepts the terms and conditions of the Deltapark and confirms that he has read and understood them.

The validity of the prices is defined in our sales documents. The price basis stated in the contract also applies to short-term services or additional services requested during the event. Deltapark reserves the right to change prices at the conclusion of the contract for events in the following year or later. As soon as the relevant sales documentation has been prepared, the reservation office will inform you about possible price changes.

## Hotel

Check in is at 3 pm and check out 11 am on the day of departure. All guest rooms are non-smoking areas. Dogs are only allowed in the Waldhaus.

## Events

The organizer reports the expected number of participants to the reservation office at least 3 weeks before the event. The definitive number of participants must be notified no later than 72 hours before the event. However, the invoice shall be based on the following terms and conditions and number of persons as stipulated in the contract.

The seminar rooms can be occupied from 07:00 a.m. at the earliest. The rooms must be handed over no later than 12 hours after occupation of the premises, unless otherwise agreed in advance. The sale and/or delivery of food and beverages as well as the consumption of food and beverages brought along by our guests is not permitted.

The organizer must inform Deltapark about the type of event, its content and participants before signing the contract. Deltapark reserves the right to refuse or impose conditions on events. Events with sales character (e.g. coffee trips, timeshare sales, games of chance and the like) are expressly undesirable.

## Authorisations

The organiser must obtain all necessary permits (such as SUIZA fees for musical presentations or performances) at his own expense and present them to Deltapark on request. In any case, Deltapark must be informed in advance about activities and events requiring a permit which could impair the stay of other guests (e.g. concerts, fireworks, activities on the premises).

## Terms of payment

After completion of the event, the total invoice will be sent to the contractual partner, payable within 14 days. Other methods of invoicing and payment can be agreed with the reservation office. For new customers and major events, a deposit or advance payment of the entire package price is required. Measures for non-payment of restaurant services: We are legally obliged to point out to our contractual partners that the non-payment of hospitality services in accordance with Art. 491 StG is a punishable offence against the assets (bill-dodging). In such a case, a display is to be expected.

## Reduction

For seminars lasting several days, a discount on the room price can be granted. The discount depends on the size of the group, the number of seminars booked and hotel occupancy.

## Cancellations

In case of deviations of more than 5% of the number of participants listed in the contract the following costs are incurred:

Valid for events up to 49 persons:

up to 90 days before arrival	=	no charge
89 to 60 days prior to arrival	=	25% of basic arrangement
59 to 30 days prior to arrival	=	50% of basic arrangement
29 to 15 days prior to arrival	=	75% of basic arrangement
14 to 0 days before arrival	=	100% of basic arrangement

Valid for events from 50 persons:

up to 180 days before arrival	=	no charge
179 to 120 days before arrival	=	25% of basic arrangement
119 to 60 days before arrival	=	50% of basic arrangement
59 to 30 days before arrival	=	75% of basic arrangement
29 to 0 days before arrival	=	100% of basic arrangement

The basic arrangement is the total amount of the services listed in the offer/contract including VAT and excluding lodging and city taxes. If we succeed in assigning the rooms and arrangements that you have not used elsewhere, the difference to the services booked by you will be charged as cancellation fee plus a processing fee of CHF 200.00. If the seminar is postponed to another date and held in Deltapark, the cancellation fee will still be due.

## Liability

The Deltapark rejects any liability for damage or loss of the objects brought in by the contracting party in the rooms and on the facilities of the Deltapark. The contracting party is responsible for taking out appropriate insurance. If an event cannot be carried out due to natural disasters, Deltapark cannot be held liable for costs already incurred or newly incurred. Damage to rooms and objects due to the use of rooms and facilities by the organizer will be charged by Deltapark. The organizer is also liable for technical equipment up to the time of return. The use of the Deltapark IT (incl. Wireless and Wired Internet) is at your own risk and in compliance with the valid terms of use. Deltapark assumes no liability for the use of unattended cloakrooms.

The place of jurisdiction is Thun, in all cases.

Deltapark, November 2019

## With your signature, you accept our terms & conditions:

Company name :

Signature client

Date