



PARK HOTEL
VITZNAU

HEALTH & WEALTH RESIDENCE

General Terms and Conditions

Individual Suites Reservations

The terms and conditions listed below form part of the contract between the customer and Hospitality Visions Lake Lucerne AG (HVLL AG). We advise you to read them through carefully and thank you for doing so.

1. Bookings

A contract between the guest and HVLL AG exists if:

- a) an offer made by HVLL AG is confirmed in writing by the guest
- b) a request by the guest is confirmed in writing by HVLL AG
- c) an offer made by HVLL AG is confirmed verbally by the guest

Changes to the content of the contract are only binding once confirmed in writing by HVLL AG.

1.1. Offers

Unless otherwise agreed, offers made by HVLL AG must be accepted within 14 days. HVLL AG reserves the right to withdraw offers not accepted either within 14 days or within the pre-agreed time. HVLL AG reserves the right to withdraw from offers if deemed necessary.

1.2. Options

Options are binding for both parties during the agreed option period. Should the option period end without a confirmation order signed by both parties, HVLL AG reserves the right to cancel the reserved dates and services.

2. Pets

Pets are not allowed at the Park Hotel Vitznau. This applies to the entire hotel including all restaurants, public areas, residences and suites.

3. Arrival / Departure

Suites are available for check-in from 3pm on the day of arrival and must be vacated by 12pm on the day of departure. Both early check-in and late check-out are possible on request and subject to availability. Late check-out until 2pm is possible at no additional charge, until 6pm at 50% of the rate and thereafter at the full rate for the following night. Early check-in (before 3pm) can only be guaranteed if the preceding night is booked and paid for at the full rate.

4. Guarantee

After the expiration of the two-week cancellation period prior to arrival, the guest will receive a secure payment link to settle the total amount for the accommodation in advance.

This payment is required to guarantee the booking.

The hotel reserves the right to utilize unreturned payment links as a basis for releasing the booking.



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5. Cancellation Fees & Policy

The following cancellation conditions apply for booking cancellations, no-shows and early departures. We recommend you to set up a travel cancellation insurance.

a)

- Cancellations made more than 14 days before arrival incur no charge in the months of June, July, August, and September.
- From December 22, 2024, to January 3, 2025, cancellations must be made at least 7 days prior to arrival to be free of charge.
- For the rest of the year, cancellations made more than 72 hours before arrival incur no charge (public holidays excluded)

HVLL AG reserves the right to charge 100% of the booked arrangement for cancellations made outside of these time frames, or in the case of early departure.

b)

For reservations of 7 nights or more, or for special suite combinations, HVLL AG reserves the right to confirm an individual cancellation policy, relevant to the particular booking, as part of the written booking confirmation.

6. Cancellation of SPA Reservations

The following conditions apply for both cancellations and non-appearance for treatments booked. Cancellations up until 24 hours before the appointment incur no charge. Cancellations made within 24 hours of the appointment and no-shows will be charged at the full treatment cost. Late arrival for treatments will be charged at full cost for a reduced treatment time.

7. Cancellation of Restaurant Reservations

a) Restaurant PRISMA

Lunch reservations may be cancelled before 11 am on the same day and dinner reservations before 4pm on the same day without any charge. We reserve the right to charge 115 CHF per person for cancellations made later than these times, or for no-shows.

b) Restaurant focus

Dinner reservations may be cancelled without any charge before 4pm on the same day. We reserve the right to charge 230 CHF per person for cancellations made later than this, or for no-shows.

8. Applicable Law / Place of Jurisdiction

Swiss Law applies to all contracts. Swiss Law applies to all reservation agreements, including general conditions and any additional agreements, as well as contracts entered into based on these conditions. The sole place of jurisdiction for any disputes arising from the terms and conditions presented here is Vitznau.

9. Final Provisions

We reserve the right to alter prices at any time. All prices and costs mentioned are in Swiss Francs and include VAT. The guest is liable for any increase in VAT made after the contract has been signed. Changes to these terms and conditions must be made in writing.



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Vitznau, May 2024

PART OF THE RESEARCH AND INNOVATION CENTER (RIC) LAKE LUCERNE

HOSPITALITY VISIONS LAKE LUCERNE AG | SEESTRASSE 18 | CH-6354 VITZNAU

T +41 (0)41 399 60 60 | WWW.PARKHOTEL-VITZNAU.CH | INFO@PARKHOTEL-VITZNAU.CH