

General Terms and Conditions

Object of agreement

The following terms and conditions handle the privity of contract between you and the Hotel Central am See as well as Hotel Frohburg of the Beau Rivage Collection. Hotel Frohburg is managed through Hotel Central am See, hereafter only mentioned as “the Hotels”.

Basis is the confirmation which you receive by E-Mail, Fax or Post.

Cancellation of the reservation

Cancellations until 7 days before arrival are free of charge. Belated cancellations or no-show, belated arrival or earlier departure will be charged with the full price of the reservation.

The available rooms are to be taken by 18:00 on the day of arrival.

After this time the hotel can book out the rooms to others, unless the customer informed the hotel in advance and in writing that they would arrive later.

The hotel is entitled to demand a guarantee for late arrivals. For reservations made on online booking portals the mentioned general terms and conditions apply.

Cancellation for groups / reservations from up to 10 persons

Substantial changes of your reservation need to be advised as early as possible in written form. If the reservation is cancelled, the following cancellation charge apply:

30 to 15 days before arrival	25% of the reserved room revenue
14 to 8 days before arrival	50% of the reserved room revenue
7 to 0 days before arrival	100% of the reserved room revenue

Options / Provisional reservations

Dates of expiry of the option are binding for both parties. After expiration of the provisional booking, the Hotels have the right to dispose about the reserved rooms, in case the guest didn't send a written confirmation, which has to be send until the last day of the option period.

Liability / Duty of care

The hotel room has to be used with greatest care. The guest or the company are liable for any occurred damages. The Hotels do not accept any liability for loss, theft or damage and shall not meet any costs in any event.

Payment Arrangements

The Hotels reserve the right to demand advance payment, in whole or in part for the reservation. Groups with a foreign invoice address are asked to provide a credit card number with expiration date for guarantee. The Hotels don't send invoices to any foreign country.

The room reservation is only definite after providing the address or a valid credit card.

The credit card will only be charged on the day of the planned departure, together with any possible extras. The bill can also be settled by check out in cash or with any other valid payment method

If the guest chose the „non-refundable rate“, the credit card will be charged immediately. In case of cancellation the pre-paid amount will not be refunded.

All prices include service and VAT. The room price also includes the breakfast buffet and the access to heated outdoor pool at Hotel Central am See (from May to September).

All prices are quoted in Swiss Francs (CHF). Invoices are only sent within Switzerland and must be settled in full within 15 days after date of invoice. No discounts for early payment or any other reasons shall be granted.

Resort-and Tourist-Tax

The tax of CHF 4.20 from 15.March until 15.October or CHF 2.70 from 15.October until 15.March per person and night will be charged separately (Subject to change).

Lost Items

Lost items are only forwarded on demand of the guest. The costs and the risk for subsequent shipping bears the guest.

General Information

All rooms are non-smoking rooms. Smoking is only allowed on balconies or terraces of the rooms as well as on the restaurant terrace. If a false alarm is triggered by the guest due to an improper operation of the fire alarm system he is obliged to compensate for the damage suffered.

The Check-In for both Hotels takes place in Hotel Central am See. On the agreed day of departure, check-out is at 11:00 at the latest.

After that time the hotel can charge 50 % of the agreed price of the room for the additional use of the room up until 16:00, and 100 % from 16:00.

Check-in will be possible from 15:00 on the day of arrival. In case of any arrival before this time, the hotel will do its utmost to have the room ready but does not guarantee this.

Guests are asked to pay the invoice the previous day, if leaving the Hotel prior to 07:00 in the morning on the planned date of departure.

Parking Spaces

The surrounding parking spaces are public and subject to charge. Parking Spaces can't be reserved. Tickets are available at the ticketing machine or at reception for the length of the stay.