

SIGA Guesthouse General Terms and Conditions (GTC)

1. *Area of application*

The following General Terms and Conditions regulate the contractual relationship between SIGA Services AG (SIGA Guesthouse) and the guest with reference to booking, payment, cancellation, use and return of SIGA-Guesthouse rooms and all legal transactions related thereto. Ruswil LU is the place of fulfilment of the underlying contract of accommodation.

2. *Booking*

Booking is possible either online through the booking form on the SIGA-Guesthouse website or by mail/telephone.

3. *Arrival and departure*

- 3.1 The check-in can be made 24 hours a day at the self-check-in machine.
- 3.2 The room is not available for occupation on the day of arrival until 14:00 hrs at the earliest.
- 3.3 The room must be vacated by 10:30 hrs on the day of departure.
- 3.4 Any earlier occupation or later vacation of the room must be specially arranged in advance.

4. *Prices / advance payment of the accommodation charges*

- 4.1 The prices named are in Swiss Francs unless a different currency is specified.
- 4.2 The statutory Value Added Tax is included in the prices.
- 4.3 Any visitor's tax or special tax must be paid separately. The visitor's tax is CHF 1.80 per person/night.
- 4.4 The price of the entire accommodation service booked must be paid by the guest at the latest on arrival at the SIGA Guesthouse, i.e. to be paid at check-in with one of the payment cards listed below.
- 4.5 We accept the following payment methods: Maestro-Card, Visacard, Mastercard, Discover, Diners Club and Amex.
- 4.6 In exceptional cases payment by invoice is possible. (companies, groups, etc.)

5. *Conclusion of the contract and cancellation conditions*

5.1 A booking via email or telephone is definitive and liable to costs after receipt of the booking confirmation. A valid credit card must be provided by the guest at the time of booking. The SIGA Guesthouse has the right to check the validity of this information immediately and to pre-authorise the credit card indicated.

5.2 Cancellation must be made in writing (by e-mail).

- In case of cancellation the following cancellation conditions apply:
- 22-28 days before arrival payment of 25% of the accommodation costs
 - 15-21 days before arrival payment of 50% of the accommodation costs
 - 8-14 days before arrival payment of 75% of the accommodation costs
 - 0-7 days before arrival payment of 100% of the accommodation costs

In case of no show the total amount of the stay will be retained.

6. *Liability*

- 6.1 SIGA Services AG accepts no liability for injury to persons, theft or damage to objects in the possession of the guest due to negligence by themselves or their staff. Any liability is expressly excluded within the scope of the statutory provisions (Art. 100 ff. OR).
- 6.3 Smoking is prohibited throughout the hotel. If any guest should, however, smoke SIGA Services AG reserves the right to charge the guest for the costs of cleaning the room and for loss of room rental earnings.
- 6.4. Animals are not allowed. If any guest should, however, bring an animal into the hotel SIGA Services AG reserves the right to charge the guest for the costs of cleaning the room and for loss of room rental earnings.

7. *Lost property*

Lost property with a value exceeding CHF 20.00 will be sent to the customer on request when ownership is clear and the residential/business address is known. The costs and the risks of sending the items must be borne by the guest. SIGA Services AG reserves the right to dispose of lost property at the end of a period of retention of 6 months.

8. *Final provisions*

If any individual provisions of these GTCs should be or become invalid or void, this shall not affect the validity of the contract and the other provisions of the GTCs. Furthermore, statutory provisions shall apply. This contract is subject to Swiss law. The place of jurisdiction is Willisau LU, unless a different place of jurisdiction is stipulated by law. SIGA Services AG reserves the right to amend the General Terms and Conditions unilaterally at any time.

9. *Contractual partner*

SIGA Services AG, Rüt mattstrasse 7, 6017 Ruswil is the contractual partner of the guest.

Ruswil, 26.08.2019