



riverside General Terms and Conditions for Individual Guests

The present general terms and conditions in **riverside** are integral parts of the contract/booking placed by the guest. By placing the order for a hotel accommodation, the guest agrees to these conditions and all relevant regulations and accepts liability for compliance with said regulations.

1. Cancellation of individual hotel rooms

For the cancellation of individual hotel rooms the following terms are agreed:

1. Up to 48 hours before the earliest time of check-in (2 pm) the rooms may be cancelled free of charge.
2. In the event of later cancellations or a no-show the costs for the booked overnight accommodation shall be payable.

2. Prices

Our prices are in Swiss francs (CHF) and include VAT. We accept the following payment method: Cash payment, EC-Direct, Postcard, Eurocard/Mastercard, Visa, American Express, Diners Club.

Bank details:

Lehmann riverside AG
UBS AG, 8098 Zürich
Bank clearing: 0291
Swift code: UBSWCHZH80A
CHF-A/C: 0278 00107443.01A
IBAN: CH98 0027 8278 1074 4301 A

3. Reservation / Booking arrangements

Reservations by email, telephone or fax need to be verified by a valid credit card number, CVV-code and expiration date in advance to be confirmed.

4. Liability and theft

4.1 The hotel guest is liable to the hotel for any damages to, or loss of **riverside** property, which is caused by him or his designated guests or third parties.

4.2 **riverside** is not liable for theft or damages of property / vehicles caused by guests and or third parties.

5. Booked services

If the customer does not make use of services to which he is entitled to under the contract (e.g. breakfast), no proportional reimbursement of the price shall be payable.



7. Agreements

7.1. Riverside will make a written offer for the major services and costs, which the event organizer shall duly sign and return to riverside (main contract) together with a signed copy of the riverside General Terms and Conditions for Seminars and Events.

7.2. Changes to the signed offer or to the General Terms and Conditions must be agreed in writing. When the main contract is duly signed and exchanged, written changes may be agreed by exchange of e-mails.

If provisions of the main contract are in conflict to the General Terms and Conditions, the provisions of the main contract shall prevail.

8. Governing law

The present contractual relationship between the customer and **riverside** is governed by Swiss law, especially the Code of Obligations.

9. Place of jurisdiction

Disputes arising from the present contract shall, at the discretion of riverside, be dealt with either by the Bülach District Court or the Commercial Court of the Canton of Zurich

Zweidlen, 1st March 2019