



riverside General Terms and Conditions

The present general terms and conditions in **riverside** are integral parts of the contract placed by the event organizer or the guest. By placing the order the event organizer agrees to these conditions and all relevant commercial regulations and accepts liability for compliance with said regulations.

The event organizer must inform **riverside** about all cancellations in writing. Verbal cancellations will not be accepted.

1. Cancellation of events

1.1 For cancellations of an event of **one or more days' duration without overnight accommodation** the following terms are agreed:

1. Cancellations up to 60 days before the start of the event in the case of events or seminars of up to 29 people are free of charge. Where an event is cancelled, groups of 30 people or more shall pay 10% of the value of the booked service at the end of the contract period.
2. In the case of cancellations from 59 to 40 days before the start of the event, 25% of the booked service will be invoiced.
3. In the case of cancellations from 39 to 15 days before the start of the event, 50% of the booked service will be invoiced.
4. 14 days before the start of the event, 80% of the booked service shall be charged as a cancellation fee.
5. In the case of cancellations made 7 or fewer days before the start of the event, the whole of the booked service shall be charged as a cancellation fee.

Booked services include seminar packages, room rentals, booked technical services and F&B (food and beverage) services. In the case of F&B services, the basis of the calculation shall be a minimum of CHF 35.00 for lunch and a minimum of CHF 55.00 for dinner.

1.2. In the case of cancellations **of an event of one or more days' duration with overnight accommodation** the following terms are agreed:

1. Cancellations of up to 60 days before the start of the event for groups of up to 10 people are free of charge. Where an event is cancelled, groups of 11 people or more shall pay 10% of the value of the reserved service at the end of the contract period.
2. In the case of cancellations from 59 to 40 days before the start of the event, 25% of the booked service will be invoiced.
3. In the case of cancellations from 39 to 15 days before the start of the event, 50% of the booked service will be invoiced.
4. 14 days before the start of the event, 80% of the booked service shall be charged as a cancellation fee.
5. In the case of cancellations made 7 or fewer days before the start of the event, the whole of the booked service shall be charged as a cancellation fee.



Booked services include seminar packages, room rentals, hotel rooms, booked technical services and F&B services. In the case of F&B services, the basis of the calculation shall be a minimum of CHF 35.00 for lunch and a minimum of CHF 55.00 for dinner.

1.3. Cancellation of individual hotel rooms in connection with seminars/events.

For the cancellation of individual hotel rooms in connection with an event the following terms are agreed:

1. Up to 59 days before the start of the event 90% of the rooms may be cancelled free of charge.
2. Up to 40 days before the start of the event 75% of the rooms may be cancelled free of charge.
3. Up to 28 days before the start of the event 50% of the rooms may be cancelled free of charge.
4. Up to 14 days before the start of the event 25% of the rooms may be cancelled free of charge.

Up to 48 hours before the start of the event a maximum of 2 rooms can be cancelled free of charge.

In the event of later cancellations or a no-show the costs for the booked overnight accommodation shall be payable.

1.4. Cancellation of group rooms

Group rooms may be cancelled free of charge up to 14 days before the start of the event. Later cancellations will be invoiced in full.

2. Guarantee of attendee numbers

For all events we require the precise number of attendees.

In all circumstances **riverside** is entitled to alter the room allocation and, where there are changes to the number of attendees, to correspondingly alter the agreed room holding charges in accordance with the final number of attendees.

For the **reduction in the number of booked attendees to events** the following terms are agreed:

The reduction in the number of attendees must be communicated in writing.

1. Up to 59 days before the start of the event the originally agreed number of attendees may be reduced by up to 60%.
2. Up to 40 days before the start of the event the originally agreed number of attendees may be reduced by up to 40%.
3. Up to 14 days before the start of the event the originally agreed number of attendees may be reduced by up to 20%.
4. Up to 7 days before the start of the event the originally agreed number of attendees may be reduced by only 10%.

riverside must be informed of the final number of attendees/figure 48 hours before the start of the event. The event organizer will, in any case be charged for the declared number of attendees. Should the number of attendees be larger than agreed, efforts will be made to accommodate and cater for all attendees depending on available capacity. Seminar services, overnight accommodation, food and drinks in excess of the agreed number of attendees will be additionally charged.

Furthermore, where there is a discrepancy in the number of attendees, **riverside** shall be entitled to revise the agreed prices and to change the confirmed rooms.



3. Cancellation of overnight accommodation unconnected with an event.

1. Cancellations of up to 60 days before the start of the event for groups of up to 10 people are free of charge. Where an event is cancelled, groups of 11 people or more shall pay 10% of the value of the reserved service at the end of the contract period.
2. In the case of cancellations from 59 to 40 days before the start of the event, 25% of the booked service will be invoiced.
3. In the case of cancellations from 39 to 15 days before the start of the event, 50% of the booked service will be invoiced.
4. 14 days before the start of the event, 80% of the booked service shall be charged as a cancellation fee.
5. In the case of cancellations made 7 or fewer days before the start of the event, the whole of the booked service shall be charged as a cancellation fee.

Booked services include seminar packages, room rentals, booked technical services and F&B services. In the case of F&B services, the basis of the calculation shall be a minimum of CHF 35.00 for lunch and a minimum of CHF 55.00 for dinner.

4. Technical work

The setting up of tables, chairs and seminar technology is included in the seminar package. The prices for additional individual work such as the erection and demounting of platforms, catwalks, lighting and sound systems will be charged separately. If the event requires expensive technical equipment or work which is not contained within our normal room facilities, outside contractors will be employed and the costs incurred charged to the event organizer.

If on the day of the event, the contractually agreed layout of chairs and room set-up have to be changed, **riverside** reserves the right to charge for any additional staff costs incurred. If the booked rooms are subject to soiling beyond the normally expected level, here also **riverside** reserves the right to charge for any additional staff costs incurred.

5. Technical facilities

1. In so far as the hotel procures technical and other installations from third parties on behalf and at the request of the event organizer, it shall act in the name of, on behalf of and on the account of the event organizer. The event organizer is liable for the careful handling and proper and orderly return of the installations. He shall indemnify the hotel against all third party claims resulting from the provision of such installations.
2. The use of the hotel's power supply to operate the event organizer's own electrical equipment requires the written consent of the hotel. Any faults or damage to the hotel's systems resulting from the use of this equipment shall be charged to the event organizer, provided that they are not caused by the hotel. The hotel shall be entitled to calculate and charge a fixed sum for the resulting electricity charges.



6. Prices

Our prices are in Swiss francs and include VAT. They remain valid until the publication of a new price list. The price list is an integral part of these general terms and conditions.

We accept the following means of payment: Cash payment, EC-Direct/ Postcard/ Eurocard, Mastercard/ Visa/ American Express/ Diners Club and cash.

Bank details:

Lehmann riverside

UBS AG, 8098 Zürich

Bank clearing: 0291

Swift code: UBSWCHZH80A

CHF-A/C: 0278 00107443.01A

IBAN: CH98 0027 8278 1074 4301 A

7. Payment arrangements

In the case of major events, especially those in the Kämmeresaal, **riverside** will invoice the events organizer at least one month before the start of the event for the room rental and the agreed minimum turnover. If payment is not received before the start of the event **riverside** reserves the right to cancel the event.

All private events in the restaurants or seminars of private individuals are payable on site in cash or by card. An invoice will only be sent if the value exceeds CHF 1,000 and a credit card authorization form has been completed in advance.

Invoices will not be sent to firms abroad, only to those firms with a registered office in Switzerland

8. Liability and theft

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

riverside does not accept any liability for theft or damage of property / vehicles caused by guests and or third parties.

9. Booked services

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

The right to transport from the parking area to the airport and back applies daily during the transfer times confirmed to the customer in writing. The pick-up and return to the parked vehicle will take place shortly after the arrival of the customer. The customer agrees that this may be part of a group transport.



10. Bringing food and drink into the hotel

In the absence of any agreement to the contrary, the customer will obtain all food and drink from the hotel. Corkage will be charged on food and drink brought into the hotel by the customer.

11. Decorations

The event organizer is obliged to obtain the permission of **riverside** for the installation of decorations or other objects. The installation must be carried out by qualified personnel and in consultation with **riverside**. All fire safety regulations must be complied with. The event organizer shall be liable for any damage caused during the installation or dismantling.

Any exhibits or other objects must be removed immediately after the event has finished. If the event organizer fails to comply with this provision, the hotel may remove and store the objects at the event organizer's expense. If the objects remain in the event room, the hotel may charge room rent for time they remain there. The event organizer reserves the right to show proof of lower damages; the hotel reserves the right to show proof of higher damages.

The event organizer must dispose of packaging materials, otherwise the hotel may charge for the costs incurred.

12. Termination of contract by riverside

The hotel management may terminate the contractual relationship at any time for the reasons (a-c) listed below:

- a) if the event jeopardises the smooth running of the business
- b) if the reputation and security of the hotel appears to be at risk
- c) if contractually agreed advance payments are not paid before the start of the event
- d) in the event of force majeure

Under no circumstances shall the event organizer be entitled to assert claims for compensation.

13. Terms of payment

Invoices are payable without deduction within 10 days. Interest on arrears is payable at a rate of 15%. By concluding this contract the event organizer, guest or client agrees, in the event of late payment, to bear all resulting pre-litigation costs which **riverside** may incur.

14. Agreements

Variations to the present general terms and conditions shall be in writing and are generally stipulated in the contract.

15. Governing law

The present contractual relationship between the customer and **riverside** is governed by Swiss law. The Code of Obligations in particular shall apply in addition to the present terms and conditions.



16. 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, 13.03.2014