

GENERAL TERMS & CONDITIONS OF BUSINESS (GTC) RIGI KULM HOTEL

1. Basic Information

These general terms & conditions of business (GTC) govern the legal relationship between the guest/customer/organizer, herein-after named contractual party, and Rigi Kulm-Hotel AG as operator of the Rigi Kulm Hotel.

For simplification purposes, these GTC always mention contract, regardless of the kind of service.

The hotel's terms & conditions of business valid at the time when the contract was concluded apply exclusively. The guest's general terms & conditions of business apply only when this was expressly agreed upon in writing before the contract was signed.

If individual provisions of these GTC become null and void or invalid, they shall not affect the validity of the contract and the other GTC provisions. In addition, legal provisions apply.

2. Object of the Contract & Scope of Application

The contract about the rental of rooms, seminar rooms, spaces and the purchase of other deliveries and services comes into being with the guest's written confirmation.

A reservation made on the day of arrival is binding the moment it is accepted by the hotel.

Contractual modifications become binding for the hotel only until a written reconfirmation has taken place. Unilateral contractual modifications or supplementations on the part of the guest are null and void.

Digital messages also count as written confirmation.

3. Services, Prices and Payments

The Rigi Kulm Hotel commits itself to render the services ordered by the contractual party that the Rigi Kulm Hotel has accepted in writing.

All prices are in Swiss francs (CHF) and include the statutory value-added tax (VAT) at the applicable rate. Tourist taxes and any other charges are shown separately on the invoice and added to the total amount.

Rigi Kulm Hotel is entitled to request a reasonable deposit at any time. The amount of the deposit and the payment deadlines are agreed upon in writing in the contract. If the guest does not fulfill their obligation to pay the deposit on time, Rigi Kulm Hotel is entitled, after the unused expiration of a reasonable grace period, to withdraw from the contract and allocate the rooms and/or facilities to others.

Unless a deposit is required by the Rigi Kulm Hotel, the total invoice amount must be paid by credit card (Master, Visa, American Express), debit cards (EC/Maestro, Postcard), voucher, TWINT, or in cash no later than at the customer's departure. If payment by invoice is agreed, the total invoice amount is due 30 days after the invoice date. In the event of late payment, the Rigi Kulm Hotel is entitled to charge default interest at a rate of 5% p.a.

Price changes by the Rigi Kulm Hotel are expressly reserved.

4. Hotel Rooms

4.1 Check-in and check-out times

Hotel rooms are ready for occupancy from 3:00 p.m. on the day of arrival and must be vacated by 11:00 a.m. on the day of departure.

4.2. Cancellation conditions

The following cancellation conditions apply both to the cancellation of bookings, no-shows and early departures.

Individual reservations (up to 4 rooms overall)

- Up to and including 48 hours before the agreed upon date of arrival, the guest can withdraw from the Contract without consequential costs.
- If the stay is cancelled in writing within 48 hours before the confirmed date of arrival, 50% of the costs are charged in accordance with the reservation confirmation.
- If no written cancellation is received, the guest is charged 100% of the costs in accordance with the reservation confirmation.

Group reservations and seminars

(from 5 rooms or 10 or more people)

The cancellation fees listed below apply if more than 10 people in a group or 50% of the booked services are canceled.

- Up to and including 45 days before the agreed arrival date, the group reservation can be canceled without any cost.
- In case of written cancellation of the stay up to 14 days before the confirmed arrival date, 50% of the costs according to the reservation confirmation will be charged to the guest.
- In case of written cancellation of the stay from 14 to 6 days before the confirmed arrival date, 80% of the costs according to the reservation confirmation will be charged to the guest.
- In case of written cancellation of the stay within 5 days before the confirmed arrival date, in the absence of a written cancellation, or during the stay, 100% of the costs according to the reservation confirmation will be charged to the guest.

5. Banquets and Conferences (without overnight stay)

5.1 Number of participants

The organizer must communicate to the Rigi Kulm Hotel the definitive number of participants (= guaranteed number) 3 working days before the day of the event. If the actual number of participants turns out to be smaller, the guaranteed number indicated is taken as basis for billing; if the actual number of participants is higher, the costs actually incurred are billed.

5.2 Catering

If no written agreement was made, the organizer is obligated to purchase all food and drink from the Rigi Kulm Hotel. Otherwise, a previously agreed-upon corkage or service fee is charged.

5.3 Surcharges

The following night surcharges are charged after midnight:

Until 12:45 a.m.	Fr. 150.–
Until 2:00 a.m. (maximun)	Fr. 450.–

The Rigi Kulm Hotel has the right to indicate the event participants to leave the premises after a possible extension approval has elapsed.

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5.4 SUIISA Fees

Copyright compensation related to musical performances must be registered and paid by the organizer directly to SUIISA.

5.5 Seminar reservations

The organizer must communicate reservation cancellations of seminar spaces to the Rigi Kulm Hotel in due time.

Cancellations made 30 to 15 days before the day of the event are charged 50% of the seminar costs incurred.

Cancellations made within 14 days before arrival are charged 100% of the seminar costs incurred.

The night surcharges listed in Section 5.3 apply to seminars.

5.6 Reduction of the Number of Participants

If the number of participants is reduced by more than 10% compared to the number of participants agreed upon in the reservation confirmation, Rigi Kulm Hotel will charge the following costs for each participant who does not attend:

- up to 30 days before the event: no costs
- 29 to 10 days before the event: 50% of the agreed services
- 9 days or less before the event: 100% of the agreed services

If the number of participants is reduced by more than 5% compared to the confirmed number of participants, the organizer will be charged 100% of the agreed services for each participant who does not attend.

5.7 Cancellation of the event by the organizer (day event, banquets, conferences)

Cancellations of a reservation for event rooms must be communicated to the Rigi Kulm Hotel in good time by the organizer. From 10 participants: For banquets with more than 15 participants, no costs will be charged for a cancellation up to 20 days before the event date.

For cancellations within 20 days before the event date, the following cancellation fees of the expected invoice amount will be charged to the organizer (calculated based on the number of participants listed in the reservation confirmation):

- 10 - 20 days in advance: 50% of the lost revenue
- 3 - 9 days in advance: 75% of the lost revenue
- 0 - 2 days in advance: 100% of the lost revenue

6. Vouchers

6.1. Ordering Process & Payment

Vouchers are purchased by the customer through an online shop and must be downloaded immediately after payment. Vouchers are printed by the customer. The Rigi Kulm Hotel is not liable for misuse of the voucher template. Each voucher can only be redeemed once.

6.2. Redemption

Vouchers can only be redeemed at the Rigi Kulm Hotel and exclusively for the services specified there.

6.3. Cash Payment or Cash Redemption

Vouchers are excluded from return and exchange. Vouchers are not paid out in cash. Cash refunds for difference amounts are excluded.

6.4. Validity of Value Vouchers

Value vouchers are valid for 2 years from the date of issue.

6.5. Validity of Overnight Stay Vouchers

Overnight stay vouchers are valid for 2 years from the date of issue. However, the Rigi Kulm Hotel expressly reserves the right to charge for any room rate increases after one year from the date of issue.

7. Lost Objects

Lost objects are sent to the guest only upon request and under his own risks and expense. Otherwise, the objects are disposed of after the 3-month storage period has elapsed.

8. Smoking

Smoking is strictly prohibited throughout the hotel. Smoking is only allowed in the outdoor areas.

9. Withdrawal by the Rigi Kulm Hotel

In the event of force majeure, planned renovations, changes in ownership, or by official order, the Rigi Kulm Hotel is entitled to withdraw from the contract. If the Rigi Kulm Hotel has reason to believe that the event threatens the smooth operation of the business, the safety, or the reputation of the hotel, we reserve the right to withdraw from the contract without compensation.

10. Data Protection

The protection of your personal data is important to us. On our website www.rigikulm.ch/en/data-protection, we provide information about the collection, processing, and use of your data.

11. Place of Jurisdiction & Applicable Law

Schwyz is agreed upon as place of jurisdiction for all possible disputes resulting from this Contract, as far as there is no other required place of jurisdiction.

Only Swiss law applies to all contractual, reservation, possible additional agreements and general conditions.

The place of fulfillment and payment is the Rigi Kulm Hotel.

Rigi Kulm, January 2026

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