

## Cancellation policy & general terms



### **1. scope of application**

These General Terms and Conditions apply to all reservations made with MYSTARHOTEL AG. Deviating provisions, even if they are contained in your General Terms and Conditions of Business, do not apply unless they are expressly accepted by MYSTARHOTEL AG in writing.

### **2. conclusion of contract**

Your reservation request can be made by telephone, in writing, by e-mail or online via [www.sternenmuri.ch](http://www.sternenmuri.ch). The contract between you and MYSTARHOTEL AG is only concluded after you have completed the complete reservation process on [www.sternenmuri.ch](http://www.sternenmuri.ch), by telephone or by correspondence or e-mail. The reservation will be confirmed electronically, verbally or, on request, in writing or by e-mail. For special offers that can be booked online, the sales conditions published for the respective rate apply.

### **3. cancellation policy**

#### **a. Single room reservation 1-9 rooms**

- **You have booked by phone, e-mail or via our website:**  
The cancellation of a reservation must be made in writing (letter, fax, e-mail).  
Cancellations on the day of arrival will be charged at 100%.  
Cancellations until 1 day (18.00 hrs) before arrival free of charge
- **External booking channel:**  
If you have booked via an external posting channel,  
the cancellation can only be made via the corresponding channel  
to the conditions displayed there.

#### **b. "non-refundable" rooms**

Cancellations will be charged at 100% in any case

#### **c. early departure**

In case of early departure, we cannot refund the costs for the rest of the booked and unused period of stay

**d. group reservations from 10 rooms**

Cancellations on the day of arrival will be charged at 100%.  
 Cancellations for more than 20 rooms, 14 days before arrival day will be charged 100%.  
 Cancellations for more than 10 rooms, 7 days before arrival day will be charged at 100%.  
 Cancellations for more than 5 rooms, 1 day before arrival day will be charged 100%.  
 Cancellations for less than 5 rooms, 3 days before arrival day are not charged

Guaranteed reservation only with 100% prepayment at least 14 days before arrival.

**e. banquet reservations**

At the latest 48 hours before your event we need the exact number of people.  
 This number is binding and will be invoiced.  
 We reserve the right to make any room changes.

until 4 weeks before the event	Free of charge
4 - 2 weeks before the event	40% of the ordered services
2 - 1 weeks before the event	60% of the ordered services
1 week before the event	80% of the ordered services
later	100% of the ordered services

**f. seminar reservations**

Our daily flat rates are valid for groups of 10 or more people.  
 For seminar reservations with less than 10 persons we additionally charge the room rental for the corresponding rooms.

At the latest 48 hours before your event we need the exact number of participants.  
 This number is binding and will be invoiced.  
 We reserve the right to make any room changes.

until 4 weeks before the event	Free of charge
4 - 2 weeks before the event	40% of services and seminar packages
2 - 1 weeks before the event	60% of the services and seminar flat rates
1 week before the event	80% of the services and seminar flat rates
later	100% of the services and seminar flat rates

**4. smoking ban**

All premises of MYSTARHOTEL AG are smoke-free. Smoking is not permitted in the guest areas and rooms. In the event of non-compliance, you will be charged a flat-rate cleaning fee of CHF 150.00. In the event of non-compliance with the smoking ban and the resulting fire alarm, the costs of the rescue teams will be charged in full to the tenant of the room in which the fire alarm was triggered.

## **5. liability / compensation**

The photos shown on the website [www.sternenmuri.ch](http://www.sternenmuri.ch) as well as on websites of third parties are only indicative. Possible deviations do not entitle you to complaints. MYSTARHOTEL AG is only liable for damages in cases of intent or gross negligence. Liability is excluded for items brought in by you to the extent permitted by law. Any claims must be made in writing to MYSTARHOTEL AG immediately, at the latest 14 days after departure, otherwise the claims will be deemed forfeited. You must use the hotel room with the greatest care. It may only be used or occupied by the number of persons (including children) agreed in the accommodation contract. You are not permitted to allow third parties to use hotel rooms reserved with MYSTARHOTEL AG. Commercial use of the hotel rooms without the consent of MYSTARHOTEL AG is not permitted. If you discover any defects or damage to the room or furniture on arrival, you must report this immediately to the reception desk. Otherwise, MYSTARHOTEL AG will assume that the damage was caused by you. Any damage caused by you will be commissioned by MYSTARHOTEL AG for repair and charged to you. MYSTARHOTEL AG is free to charge you immediately for the presumed amount of the damage if damage is discovered. In this case, any difference will be credited to you when the final amount is known. Stolen items (incl. terry linen) will be invoiced at the price of a new item.

## **6. pets**

Well-behaved pets are very welcome. If you bring your pet with you, please let us know when you make your reservation. Due to the greater cleaning effort involved, we will charge a flat-rate cleaning fee in any case.

## **7. food and drinks brought along**

The consumption of food and drinks brought by the guests themselves is prohibited in the guest areas (except for rooms). It is also not permitted for hygienic reasons to have food brought in to be heated in the facilities of our restaurant.

## **8. damages**

The customer shall be liable to Hotel Sternen Muri for damage and loss caused by him/her or his/her assistants or participants, without Hotel Sternen Muri having to prove fault. Hotel Sternen Muri declines all liability for theft and damage to materials brought in by organisers, participants, speakers or third parties.

## **9. fireworks**

It is not permitted to use fireworks, sky lanterns or similar objects on the hotel premises at festive occasions, weddings or other events.

## **10. copyright fees**

The customer (lessee) of our seminar and event rooms acknowledges that any copyright fees that may arise from his event are to be compensated by him alone.