

Terms and conditions of sale

With respect to all dealings between the hotel and the client, the following general conditions enter into force once the contract has been signed. By signing this document, you confirm that you have read our general conditions of sale and have accepted the terms therein.

Confirmation of booking – Contract:

All bookings for a service relating to an event held in the hotel give rise to a written confirmation of booking on the part of the hotel. This document must be returned duly signed by the client within 14 days of the date of dispatch. If this time limit is not observed, the booking will be cancelled without notice by the hotel.

Room cancellation terms:

The following conditions for cancellation apply for cancellation of reservations and for no-shows as well as in the case of early departure.

Cancellation of the reservation of individual hotel rooms (up to a total of 3 rooms) has to reach Beau-Rivage Hotel at least 24 hours before the date of arrival (up to 6 PM local time). The room price will be calculated for one night in case of a cancellation within 24 hours before the date of arrival.

Beau-Rivage Hotel has to be informed of the cancellation of a block booking of several hotel rooms (from a total of 4 rooms) as follows at the latest:

Up to 10 rooms: 14 days before arrival

Up to 25 rooms: 30 days before arrival

From 25 rooms: 42 days before arrival

The customer will be charged the following cancellation costs they cancel after the expiry of the above-mentioned deadlines:

Up to 10 rooms:

7–13 days before arrival: 75% of the total contracted amount

From 6 days before arrival: 100% of the total contracted amount

Up to 25 rooms:

11–29 days before arrival: 75% of the total amount of contracted goods and services

From 10 days before arrival: 100% of the total amount of contracted goods and services

From 26 rooms onwards:

21–41 days before arrival: 75% of the total amount of contracted goods and services

From 20 days before arrival: 100% of the total amount of contracted goods and services

Services provided in advance by Hotel Beau-Rivage and its partners are to be paid in full for all cancellations.

Beau-Rivage Hotel reserves the right to define distinct cancellation conditions in contracts. All special requests and goods or services ordered outside the hotel (transport, special diet, technical equipment, etc) not consumed or not used will be billed in full, regardless of the reason for cancellation.

The hotel reserves the right to refuse or cancel any event not in keeping with its ethical policy or liable to damage its reputation or compromise the safety of its clients or personnel.

Banquet and conference cancellation terms:

Cancellation of reservations have to reach Beau-Rivage Hotel in advance and in writing.

0–30 participants:

No charges in the case of cancellation of banquets with less than 30 persons if the written cancellation reaches Beau-Rivage Hotel at the latest 31 days before the date of the event. The organizer will be billed in the case of cancellation from 30 days before the date of the event as follows:

Cancellation 21-30 days in advance: 50% of the total amount of contracted goods and services

Cancellation 11-20 days in advance: 75% of the total amount of contracted goods and services

Cancellation 0–10 days in advance: 100% of the total amount of contracted goods and services

From 30 participants onwards:

No charges in the case of cancellation of banquets with over 30 persons if the written cancellation reaches Hotel Beau-Rivage at the latest 42 days before the date of the event. The organizer will be billed in the case of cancellation from 41 days before the date of the event as follows:

Cancellation 26–41 days in advance: 50% of the total amount of contracted goods and services

Cancellation 11–25 days in advance: 75% of the total amount of contracted goods and services

Cancellation 0-10 days in advance: 100% of the total amount of contracted goods and services

Services provided in advance by Beau-Rivage Hotel are to be paid in full in every case.

Beau-Rivage Hotel reserves the right to define distinct cancellation conditions in contracts.

Terms of payment:

Invoices are payable within 30 days of their date of issue and do not attract a discount. The hotel reserves the right to request a guarantee (advance payment or details of valid credit card) prior to each event.

For private events (weddings, birthdays, cocktail parties, etc) 50% of the estimated total amount of the bill is payable one month prior to the event.

The Hotel does not send invoice outside of the Swiss territory.

In the case the client is domiciled abroad, the estimated total amount must be paid in advance

Damage:

The client is liable for all damage caused by his personnel, guests or participants. This implies that he must be insured against possible damage. The hotel reserves the right to request proof of such insurance.

To prevent damage to the hotel's floors, walls, panelling and furniture, any plans for fitting-out or decoration must be approved by the hotel. At all events, the fitting-out or decoration of rooms must comply with fire safety regulations. The hotel reserves the right to request proof of compliance with such regulations.

Third party services:

If the hotel is required to call on the services of third parties for special fitting-out arrangements (decoration, furnishings, etc) or the installation of special technical equipment (videoconferencing, interpreters' booths, sound equipment, etc), billing for such services will be arranged through the hotel and not directly with the client.

The hotel is not responsible for any errors or malfunctions liable to affect third party services. The hotel is not responsible for any accidents or damage due to incorrect use by the client of third party services.

Advertising outside and in the hotel:

Any advertising featuring the hotel's name or logo must be submitted to the hotel beforehand for approval.

Banners, displays and other promotional materials relating to the client's event are permitted in the hotel provided they do not disturb the running of the establishment, do not hide the displays in the lobby and have received the necessary authorisations with regard to the outside of the building (permits issued by the police, city council, neighbourhood associations, "Pury" car park, etc)

Theft:

The hotel management accepts no liability in the event of theft or damage affecting the client's personal belongings, display materials, etc.

Detailed information:

Please provide us with detailed information concerning:

- your choice of food and drinks
- room layout
- times
- decoration
- technical requirements

at least 10 days before the event.

So that we can meticulously plan the organisation of your event, please send us a detailed timetable of the event. Times will be fixed contractually and may be modified only on request.

Number of participants:

The exact and contractual number of participants must be announced not later than 48 hours in advance (working days). This number will be used for billing purposes.

Prices:

Our prices include service and VAT.

We reserve the right to make price alterations.

Our services are applicable for the current year and may be subject to change without prior notice.

Choice of menu:

All menus may be subject to change. Our Events and Seminars Manager or our Head Chef will be delighted to answer any questions you may have.

Wines and corkage:

In addition to the selection shown in the Events and Seminars brochure, our Restaurant wine menu is available on request. It may be that certain references or vintages are no longer available or in insufficient supply. If this is the case, we will be delighted to recommend a wine of equivalent quality and price.

All food and drink consumed during events held at the hotel must be provided by the hotel. In exceptional cases (themes, national specialities, medical reasons, etc) where products are brought in from outside, authorisation must be requested from the hotel.

The hotel reserves the right to charge "corkage" on products brought in from outside.

During any event organised at the Beau Rivage Hotel that includes products brought in by our clients, we reserve the right to charge:

- CHF 40.- per 75 cl bottle for wine
- CHF 60.- per 150 cl magnum and also for 75 cl champagnes and spirits
- CHF 80.- per 75cl bottle onwards CHF 150.- our buying price
- CHF 10.- for all food products per person

For larger quantities, a multiple is applied based on 75 cl bottles.

Flowers and decoration:

Our banqueting areas are generally not decorated. We will be delighted to organise floral arrangements for your event in accordance with your wishes and your budget.

If you require a basic floral decoration, a fixed price of CHF 7. - per person is billed automatically. In this case, the client has no choice concerning the arrangement of flowers provided by the hotel.

Printing of menus, names and seating plans:

On request, we can print your menus, names and seating plans on Beau-Rivage Hôtel letter-headed paper priced at CHF 2. - per copy.

We would be grateful if you would send us your seating plan and also the names of participants listed by table.

Music:

We would draw your attention to the fact that our hotel is located in the city centre and that some bedrooms are situated above our banqueting suites. As a result, noise must be kept to a reasonable level. Our clients and local residents thank you in advance for your cooperation in this matter. We can also recommend a selection of musicians known to the hotel.

Extension:

On request, we can legally extend the times of your event until 3 o'clock in the morning.

After midnight, a service supplement will be charged as follows:

Wedding reception CHF 40. - per hour and per waiter.

Other events, fixed price of CHF 450. - per hour started

Parking places:

Parking places in front of the hotel are reserved for hotel residents. Since there is direct access to the hotel lobby by lift from the second basement level of the "Pury" public car park, we recommend that you adopt this solution. We can obtain exit tickets which can be exchanged at reception. A single fixed price is calculated. To do this, we require the following information:

- Approximate number of vehicles
- Arrival time of the 1st vehicle, departure time of last vehicle
- Single or multiple exit ticket
- Only the number of tickets used will be billed

If you wish to apply for parking tickets, you are advised to do so not later than 2 weeks before the event.

Cloakroom:

We do not have supervised cloakrooms. Management accepts no liability in the event of theft or damage caused to personal belongings left without supervision. We will however be pleased to organise a supervised cloakroom on request. This service is charged at CHF 40. - per hour and per hostess.

Deliveries:

Delivery times are Monday to Friday, 7am to 11 am. Outside these times, please contact our Events and Seminars Manager to ensure correct reception of your goods. The hotel declines all responsibility in the event of theft or damage caused to goods stored on hotel premises.

Porterage:

We can arrange for free gifts or other items relating to a conference or seminar to be placed in rooms. This service is charged at CHF 10. - per room and per intervention in the room.

Room capacities:

We would draw your attention to the fact that the maximum room capacities referred to in our sales media have been approved by the fire department. As a result they may under no circumstances be exceeded.

Jurisdiction:

In the event of a dispute, legal jurisdiction is in Neuchâtel. The hotel reserves the right to file suit against the client at his place of domicile.

These general conditions are governed by Swiss law.

If one or more points of these general conditions are unclear, the Hotel Manager will be pleased to provide further information. Application of these rules in the spirit of common sense prevails over the strict application of these general conditions.

In the event of non-compliance with these rules, the hotel reserves the right to cancel the event in accordance with the cancellation terms outlined above.