LILIENBERG®

STIFTUNG LILIENBERG UNTERNEHMERFORUM

General Terms and *Conditions*

Valid for all contracts and agreements in connection with stays.

ERMATINGEN · THURGAU · LAKE CONSTANCE

LEGAL

General Terms and Conditions (GTC)

1 Scope

These General Terms and Conditions (GTC) apply to all contracts and agreements in connection with the rental of conference, banquet and event rooms as well as hotel rooms at LILIENBERG, and to all further related services such as catering and accommodation.

2 Reservation of Hotel Rooms

A reservation is only considered definitive once LILIENBERG has issued a booking or reservation confirmation.

Option dates are binding for both contracting parties. Upon expiry of the option period, LILIENBERG may automatically dispose of the reserved premises and/or hotel rooms.

3 Prices

All prices are quoted in Swiss francs (CHF) and include statutory VAT.

4 Hotel

4.1 Check-in and Check-out

Check-in on the day of arrival is possible from 2.00 pm. Check-out on the day of departure must take place by 11.00 am.

4.2 Availability

Should LILIENBERG, for whatever reason, be unable to provide all agreed rooms, we will arrange accommodation of at least equal quality. Any transport or accommodation costs exceeding the contractual price arising in this context will be borne by LILIENBERG.

5 Parking

50 parking spaces in the underground car park and 150 parking spaces at Lilienberg Zentrum are available free of charge. Reservation of parking spaces is not possible.

6 Cancellation Terms / Withdrawal / Termination

6.1 For Individual Travellers

Cancellations made up to 48 hours before the day of arrival are free of charge. For later cancellations, LILIENBERG will invoice 100 percent of the booked stay. Cancellations must be made in writing.

Instead of cancelling, the booked services may be used by a substitute person sent by the client.

6.2 Withdrawal by LILIENBERG

LILIENBERG is entitled to withdraw from the contract without compensation for good cause. This applies in particular:

- in the event of unforeseeable, extraordinary and non-culpable circumstances, as well as in cases of force majeure;
- if performance by LILIENBERG is thereby rendered impossible or unreasonable;
- if false or knowingly incomplete information is given about the content or course of the event;
- if there is reasonable cause to believe that the event or arrangement jeopardises the smooth operation, safety or reputation of LILIENBERG;
- if there is unauthorised subletting or further letting;
- if LILIENBERG becomes aware that the contracting partner's financial situation is insufficient, thereby jeopardising payment claims.

7 Payment Terms

Unless payment has been made in advance, hotel rooms are paid for on site. In addition to cash, we accept the following payment methods: Twint, Maestro, PostFinance Card, VPay, as well as American Express, Diners and Mastercard.

8 Liability

The organiser is liable to LILIENBERG for all damage and losses caused by the organiser or their assistants, participants and guests.

Insurance for the event and/or materials brought in is the responsibility of the organiser. LILIENBERG may request proof of this insurance.

LILIENBERG is liable to the organiser for intentional or grossly negligent breach of contract. The burden of proof of fault lies with the organiser. Liability for damage caused by slight or moderate negligence, as well as no-fault liability, is excluded.

LILIENBERG accepts no liability for theft of or damage to materials brought in by the organiser, participants, speakers or third parties. Excepted from this are materials expressly handed over into the custody of an authorised person of LILIENBERG.

In the event of loss of or damage to vehicles parked, left standing or manoeuvring on the LILIENBERG premises, and their contents, LILIENBERG accepts no liability, unless LILIENBERG is guilty of gross negligence.

9 Final Provisions

Amendments to the contract and to these General Terms and Conditions require written form.

Swiss law applies. Place of jurisdiction is Ermatingen, Switzerland.

Ermatingen, 16 July 2026