

GENERAL TERMS AND CONDITIONS

These terms and conditions govern the contractual relationship between you and Hotel Leo AG, Grünbergstrasse 6, CH – 9000 St.Gallen below called Tailormade Hotel LEO St.Gallen (Grünbergstrasse 6, CH-9000 St.Gallen).

1. General provisions

These General Terms and Conditions (hereinafter referred to as GTC) apply to the rental of hotel rooms, as well as to all other related services and deliveries of the Tailormade Hotel LEO St.Gallen to its customers. All offers of the Tailormade Hotel LEO St.Gallen are based on these GTC. They form an integral part of every contract. Amendments to these GTC require an expressly written agreement between the parties.

2. Reservations

2.1 Confirmation and conclusion of contract

A contract is concluded between the customer and the Tailormade Hotel LEO St.Gallen if

- a) an offer of the hotel has been reconfirmed in written form by the customer or
- b) an inquiry of the customer has been confirmed in written form by the hotel or
- c) a booking was made directly at the Tailormade Hotel LEO St.Gallen by telephone, e-mail, via the hotel's own website or another booking platform.

2.2 Modification of bookings

Changes to the content of the contract are only binding once they have been confirmed in written form by the hotel or the corresponding booking platform.

3. Booking via tour operators

For bookings made through a tour operator, the GTC of the respective tour operator apply.

4. Cancellation conditions

4.1 Individual reservations

The following cancellation conditions apply to direct bookings made on the hotel's own website or by telephone or e-mail directly at the hotel.

4.1.1. Best daily rate

Cancellation of the room reservation is possible free of charge until 2 pm on the day of arrival. In the event of later cancellation or early departure, the agreed room rate for the entire stay will be charged.

4.1.2 Non-refundable rate

This rate is not cancellable and not refundable and must be paid completely at the time of booking. The following credit cards are valid as a guarantee for a room reservation: Visa, American Express, Mastercard.

4.2 Group reservations up to 20 rooms

In the case of a group reservation, 20 % of the rooms can be canceled up to 24 hours before the arrival with definite execution. In case of exceeding 20 % or in case of total cancellation, the following cancellation conditions apply:

Cancellation up to 28 days before arrival	No cost
Cancellation up to 14 days before arrival	50 % of the confirmed total amount
Cancellation up to 7 days before arrival	80 % of the confirmed total amount
Cancellation less than 7 days before arrival	100 % of the confirmed total amount

4.3 Group reservations from 21 to 101 rooms

Separate regulations apply, which we will gladly send you individually.

5. Unavailability

Should it not be possible for the Tailormade Hotel LEO St.Gallen to provide the customer with a room of the same value as reserved for unexpected reasons, the customer will be accommodated in a room of the next higher category. If no room is available at the Tailormade Hotel LEO St.Gallen, the Tailormade Hotel LEO St.Gallen will arrange for a substitute room of at least equal value at another hotel. Furthermore, the Tailormade Hotel LEO St.Gallen will cover the costs for the transportation including the luggage and a phone call so that the customer can announce his new address.

6. Costs in case of no-show

Reservations are normally considered definite when confirmed by Tailormade Hotel LEO St.Gallen. In the event of a no-show, the customer will be charged 100% of the total amount of the booked stay.

7. Payment conditions

7.1 Best daily rate

Payment by credit card upon arrival.

7.2 Non-refundable rate

Payment by credit card at the time of booking.

7.3 Invoices

If payment by invoice has been agreed, this is due within 30 days of the invoice date without deduction. The services invoiced shall be deemed to have been provided in full and in accordance with the regulations if the organizer does not report any complaints within the payment period. The Tailormade Hotel LEO St.Gallen reserves the right to request a deposit of 50% of the agreed services. For reservations with a foreign billing address or reservations from abroad, a deposit of 100% of the reserved services can be claimed. No invoices can be sent abroad. If the organizer is in default with the payment of the deposit, the hotel is entitled to withdraw from the contract in accordance with section 8 of these GTC. The deposit will be charged from the total amount in the cases of clauses 4 and 5 of these GTC. In case of default, the Tailormade Hotel LEO St.Gallen reserves the right to charge the costs for reminders, address investigations and credit checks including the fees

of a lawyer. The booking party declares its consent to the charging of these costs, also insofar as these are not or only partially refundable according to legal provisions.

8. Withdrawal by the Tailormade Hotel LEO St.Gallen

The hotel is entitled to withdraw from the contract at any time for important reasons. Important reasons are in particular official requirements and prohibitions, safety aspects and cases of force majeure as well as other circumstances beyond the hotel's control or influence. In these cases, the hotel will assist in organizing suitable replacement capacity.

The Tailormade Hotel LEO St.Gallen may also withdraw from the contract under the following conditions:

- a) There is reasonable cause to believe that the bookers are endangering the smooth operation of the business, the safety or the reputation of the hotel or its guests.
- b) The hotel determines that reservations have been booked under misleading or false indication of material facts or of a purpose other than that communicated.
- c) Third parties who have been involved in the organization of the event by the hotel at the instigation of the organizer are completely or partially prevented from providing the service. The hotel shall declare its withdrawal as soon as it becomes aware of the reasons justifying this and shall inform the organizer without delay. The organizer cannot assert claims for damages against the Tailormade Hotel LEO St.Gallen in any of the aforementioned cases.

9. Liability/Duty of care/Conduct

The hotel room is to be used by the customer with the utmost care. The customer or the company must pay for any damage to property that occurs. The Tailormade Hotel LEO St.Gallen rejects any liability for theft etc. and in relation to services of third parties.

9.1 Theft

The Tailormade Hotel LEO St.Gallen is not liable for theft or damage to objects brought in by the customer, his employees, auxiliary people or event participants. This also applies to vehicles parked in the parking lots.

9.2 Equipment

In so far as the Hotel provides technical or other equipment for the customer or procures such equipment from third parties, it shall act on behalf of and for the account of the customer. The customer shall be liable for the careful handling as well as the return and shall indemnify the hotel against all claims of third parties arising from the provision.

9.3 Further

In all other respects, the Hotel shall only be liable for intent and gross negligence.

10. Other terms & booking conditions

Further terms and booking conditions may apply. The customer will receive additional details with the booking confirmation and/or via direct contact with the Tailormade Hotel LEO St.Gallen.

11. Place of jurisdiction

For all agreements concluded with the Tailormade Hotel LEO St.Gallen under these GTC, Swiss law is exclusively applicable. The place of jurisdiction is St.Gallen, domicile of Hotel Leo AG (operating company of Tailormade Hotel LEO St.Gallen).

12. Addition

Should any provisions of these GTC be invalid or void, this shall not affect the validity of the remaining provisions. These shall be replaced by a permissible provision which corresponds as far as possible to the sense and purpose of the invalid provision.