

ASTORIA

LUCERNE

Cancellation conditions

1 Changes in the number of participants

The organiser undertakes to notify the Astoria in writing of any changes to the number of participants as early as possible. The Astoria will make every effort to reallocate unused reservations under the same conditions.

2 Withdrawal by the customer

Subject to the following regulations, you have the right to partially or completely withdraw from the contract or to reduce the number of rooms and/or participants:

Rooms

Up to 20 rooms

Days before arrival	Possible cancellation free of charge as a percentage of the originally booked number of rooms.	Fee as a percentage of the total turnover in the event of a complete cancellation.
00 – 03 days	0 %	100 %
04 – 09 days	5 %	95 %
10 - 19 days	10 %	90 %
20 - 29 days	20 %	80 %
up to 30 days	100 %	free of charge

21 – 40 rooms

Days before arrival	Possible cancellation free of charge as a percentage of the originally booked number of rooms.	Fee as a percentage of the total turnover in the event of a complete cancellation.
00 – 13 days	0 %	100 %
14 – 29 days	10 %	90 %
30 - 59 days	20 %	80 %
up to 60 days	100 %	free of charge

41 – 79 rooms

Days before arrival	Possible cancellation free of charge as a percentage of the originally booked number of rooms.	Fee as a percentage of the total turnover in the event of a complete cancellation.
00 – 13 days	0 %	100 %
14 – 30 days	5 %	95 %
31 - 59 days	20 %	80 %
60 - 89 days	30 %	70 %
up to 90 days	100 %	free of charge

from 80 rooms

Days before arrival	Possible cancellation free of charge as a percentage of the originally booked number of rooms.	Fee as a percentage of the total turnover in the event of a complete cancellation.
00 – 13 days	0 %	100 %
14 – 30 days	5 %	95 %
31 - 59 days	10 %	90 %
60 - 89 days	30 %	70 %
up to 90 days	100 %	free of charge

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Event

1 - 29 persons

Days before the start of the event	Cancellation fee
Up to 90 days	free of charge
60 - 89 days	50 % of the agreed turnover
30 - 59 days	80 % of the agreed turnover
15 - 29 days	90 % of the agreed turnover
14 days until arrival	100 % of the agreed turnover

From 30 persons

Days before the start of the event	Cancellation fee
Up to 90 days	free of charge
60 - 89 days	50 % of the agreed turnover
30 - 59 days	80 % of the agreed turnover
29 days until arrival	100 % of the agreed turnover

If no services (menu and drinks) have yet been agreed with the organiser, he shall nevertheless pay compensation to the extent of the percentages listed above, on the basis of CHF 150.00 per person.

Separate cancellation fees apply for special major events, which will be sent individually by the hotel. The definition of special major events is the responsibility of the Hotel Astoria.

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