



## Cancellation Policy / Terms & Conditions / FAQ

### **Cancellation Policy for Companies & Organizations**

For group sizes of up to 20 people with overnight stay, the following conditions apply:

You can cancel a reservation free of charge up to 30 days before the event date.

We charge a flat processing fee of 100 CHF from the signing of the contract.

29 – 15 days before the event begins, 30% of all booked services will be charged.

14 – 7 days before the event begins, 50% of all booked services will be charged.

6 – 0 days before the event begins, 100% of all booked services will be charged

### **For group sizes of 21 people and more with overnight stay, the following conditions apply:**

You can cancel a reservation free of charge up to 60 days before the event date.

We charge a flat processing fee of 150 CHF from the signing of the contract.

59 – 30 days before the event begins, 30% of all booked services will be charged.

29 – 15 days before the event begins, 50% of all booked services will be charged.

14 – 7 days before the event begins, 80% of all booked services will be charged.

6 – 0 days before the event begins, 100% of all booked services will be charged.

### **For group sizes of up to 20 people without overnight stay, the following conditions apply:**

You can cancel a reservation free of charge up to 30 days before the event date. We charge a flat processing fee of 50 CHF upon signing the contract.

29 – 15 days before the event begins, 30% of all booked services will be charged.

14 – 7 days before the event begins, 50% of all booked services will be charged.

6 – 0 days before the event begins, 100% of all booked services will be charged."

### **For group sizes of 21 people or more without overnight stay, the following conditions**

apply: You can cancel a reservation free of charge up to 60 days before the event date. We charge a flat processing fee of 100 CHF upon signing the contract.

30 to 59 days before the event.

30% of all booked services will be charged.

15 to 29 days before the event

50% of all booked services will be charged.

7 to 14 days before the event, 80% of all booked services will be charged.

6 to 0 days before the event, 100% of all booked services will be charged."

### **Payment Terms / Advance Payment**

The invoice is to be paid within 10 days of its issuance.

You can also pay the invoice on-site with a credit card, although we do not prefer this due to the commissions (fees).

We reserve the right to require an advance payment for expensive events.

30% of the estimated amount is due 59 days before the event.

## **FAQ (frequently asked questions)**

### **Can participants of the group register themselves with you?**

In order to benefit from the group rates, we ask the organizer (the person placing the order) to provide us with a participant list of the group in advance, which must include at least the names, first names, and addresses, so that we can book the rooms in their names and create a group registration form upon arrival. This guarantees a quick and uncomplicated check-in. However, if each individual participant makes a reservation with us, we cannot grant the group rates. Individual reservations are subject to the rates for individual guests.

### **Until when can we arrive?**

In general, the reception is staffed until 5:00 PM; in consultation with the reception, the group can also arrive by 6:00 PM at the latest. (Dinner: 6:00 PM - 7:00 PM). If individual participants arrive later, they can request a key code from us. The main entrance of the Propstei Wislikofen is closed after 8:00 PM.

### **When do we have to vacate the room?**

We kindly ask you to vacate your rooms by 9:00 AM on the day of departure or to discuss the desired check-out time with the reception before the event begins.

### **Why are special requests for food not free of charge?**

We prepare special dishes for diets (intolerances, food allergies) and also specific types of diets for an additional charge of 5 CHF per meal (except breakfast). We do not necessarily charge higher costs for the ingredients, but it is the additional labor time for organization and preparation that we charge 5 CHF for. (Extra service for communication, administration, and restaurant team)

### **Why are pets not allowed in the Propstei?**

It is not permitted to bring dogs or other pets during your stay at the Propstei Wislikofen. Well-behaved pets are welcome to stay outside in front of the main entrance during the warm seasons for a drink or to relax. We are a listed monastery, which serves as a place of peace and reflection for many guests. Additionally, the rooms are equipped with natural fiber carpets, which require particularly extensive cleaning after a stay with a pet. More and more guests are allergic to pet hair. The furniture and walls also need to be thoroughly cleaned if animals are present in the room. We cannot manage this effort for personnel reasons.

### **Is your house wheelchair accessible?**

Our house is partially wheelchair accessible. (Single rooms: 107 and 109 and 219; Double room: 217. We would be happy to provide you with more information when making a reservation.)

### How do I get to Wislikofen by car?

Drive on the A1 motorway to Baden/Wettingen (exit Neuenhof), then take the Ehrendingerstrasse towards Bad Zurzach. In Ehrendingen, follow the direction sign to Niederweningen/Kaiserstuhl and turn left before Niederweningen towards Schneisingen/Siglistorf/Wislikofen.

### Are there enough parking spaces?

There are usually enough parking spaces. If all parking spots are occupied, you can also park along the cemetery or at the schoolhouse on the other side of the main road. There is also space for buses. Please do not park your car in front of the Propstei at the main entrance, as this area is reserved for the fire department and suppliers.

### Are there electric charging station parking spaces?

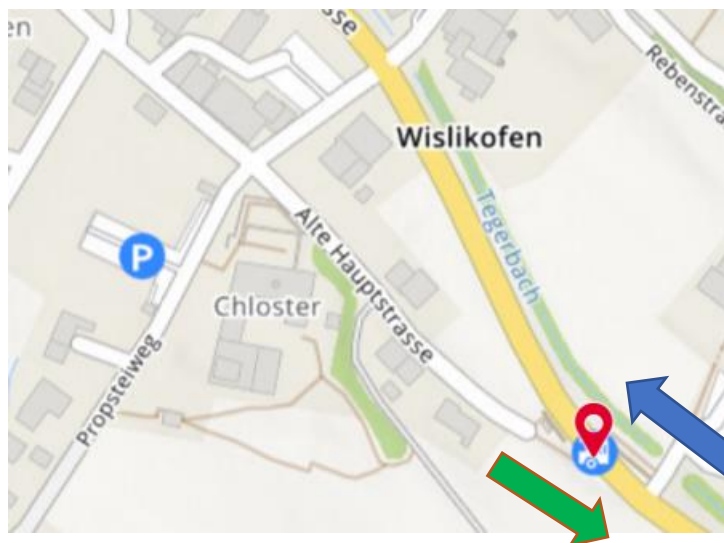
The Propstei Wislikofen offers parking spaces free of charge. We have checked the costs for acquiring electric charging stations. Currently, we cannot afford these acquisition costs.

### How do I get to Wislikofen by bus?

The best way is to take the train to Baden (from Basel, Bern, etc.) or to Niederweningen (from Zurich, Lucerne, etc.). From Baden or Niederweningen, take bus number 354 (towards Kaiserstuhl) to the stop Wislikofen Dorf. From there, it's only about 50 meters to the Propstei Wislikofen.

**Where and when does the bus leave?** You can reach the bus stop "Wislikofen Dorf" on foot in less than 5 minutes. For the most current timetable, it's best to check: [www.sbb.ch](http://www.sbb.ch). A current timetable is posted in the entrance area at the main portal.

**Attention:** Please take the Old Main Road on foot (not the yellow main road).



Bus 354 Richtung Kaiserstuhl

Bus 354 Richtung Baden