

## CAUX PALACE - TERMS & CONDITIONS

This document outlines the Terms & Conditions for your stay at the Caux Palace, run by Initiatives of Change Switzerland, also known as CAUX – Initiatives of Change. By using our website and booking our services, you agree to the following:

### Reservation Policy

Reservations and requests for information should be made by email ([info@cauxpalace.ch](mailto:info@cauxpalace.ch)) or through the [contact form](#) on our website. For further information you can also contact us by phone: +41 (0)21 962 91 11

### Conclusion of Contract

The contract between CAUX - Initiatives of Change and the organizer of the event will be deemed finalized, upon receipt of the signed offer, within the specified deadline. The contract will include the details of the event, including the date, time, duration, minimum number of participants, and any additional services requested.

### Payment and Deposit

Please refer to the payment terms outlined on your signed contract. Depending on the nature of your event contract, we will ask you to pay a deposit to guarantee your event and accommodation reservation. This amount is to be paid within the time frame indicated on our offer.

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Please note that we accept payment by bank transfer and credit card, however, cash payments are subject to special further agreements. Payment deadlines for events and room reservations are specified in the contract. Failure to make payment by the specified deadline may result in the cancellation of the contract by CAUX - Initiatives of Change. A cancellation fee may be charged as per the terms of the contract.

### Final Settlement

The remaining balance of the entire stay or event is payable on the day of departure or at the end of the event, unless otherwise agreed upon in writing. Please note that the final payment of the outstanding amount must be made in one single transaction unless an additional agreement has been concluded.

### Changes & Cancellation Policy

CAUX - Initiatives of Change has a cancellation policy in place that applies to all bookings. This policy is outlined in the contract and details the free cancellation period and subsequent applicable cancellation fee.

### Free Cancellation Period

Depending on the event duration and number of participants, there may be a free cancellation period specified in the contract. If the cancellation is made within this period, no cancellation fee will be charged. Please refer to your contract for the specific terms.

## Cancellation Fees

If a cancellation is made outside of the free cancellation period, a fee may apply. The fee associated with the cancellation varies according to the timing of the cancellation and will be clearly defined in the contract.

## Changes to Reservations

Changes to reservations are subject to availability and may be subject to additional fees. Any changes must be made in writing to [info@cauxpalace.ch](mailto:info@cauxpalace.ch) and confirmed by our services.

## Late Arrival and Early Departure

We kindly request that guests provide us with accurate arrival and departure dates and times. Please note that in the event of a late arrival, whether due to disruptions in public or private transportation or personal reasons, the full event and accommodation price will be charged. Similarly, if a guest needs to depart before the end of the reservation period, the entire amount is due as this is considered as a last-minute cancellation.

## Check-In and Check-Out

Participants rooms will be ready and available for check-in from 4pm on the day of arrival and Check-out of rooms is required before 10am on the departure day. For participants arriving earlier, it will be possible to drop off luggage in a dedicated space. This is our general rule, however, our staff will do their best to ensure that your room is ready upon your arrival. Depending on the availability and the period, we endeavour to be flexible on the arrival and departure times. Guests arriving after 8pm are kindly requested to inform our services in advance.

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## Tourist Tax

A local accommodation tax is required to be paid for the duration of the guest's stay. The amount of the local city tax is CHF 5 per adult per night and is free for children under 15. This tourist tax allows you to receive a Riviera tourist card at the time of check-in. This card will allow you to benefit from certain discounts on activities but also free transport by train to and from Caux to Montreux.

## Complaints

If a guest has a complaint, please notify our Hospitality services immediately, so that any problems, faults, or errors can be resolved as quickly as possible.

## Data Protection Privacy Policy

We value your privacy and will protect your personal information. We will not share your personal information with third parties without your consent. For more details on our Data Protection Privacy Policy [please click here.](#)

## Code of Conduct

We kindly ask that all guests adhere to our code of conduct, which includes respect for other guests, staff, and property. Please note that any behavior that is disruptive or harmful to others may result in the termination of your stay, without the possibility of a refund.

## Intellectual Property

CAUX-Initiatives of Change or its licensors owns all intellectual property rights in relation to its websites and services, including but not limited to trademarks,

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copyright, logos, text, videos and images. You may not reproduce, distribute, or use any of our content without our prior written consent.

### **Force Majeure**

We are not liable for any failure to perform our obligations under these terms and conditions if such failure is due to events beyond our reasonable control, including but not limited to natural disasters, acts of terrorism, war, or government action.

### **Changes to Terms and Conditions**

We reserve the right to modify these terms and conditions at any time. Any changes will be posted on our website and will apply to all reservations made after the effective date of the change.

### **Shared Space**

The Caux Palace shares part of its building during the year with a hotel management school (except from mid-June to the end of August). We therefore expect all of our guests and participants to be inclusive and respectful of the school's students, faculty, and staff during their stay.

### **Inclusive Environment**

The Caux Palace is committed to creating an inclusive safe space and welcoming environment for all guests and participants, regardless of their race, ethnicity, gender identity, sexual orientation, religion, or any other characteristic. We expect all guests and participants to respect each other's differences and refrain from any discriminatory behavior or speech

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### Preservation Efforts

The Caux Palace is a historic building that has been preserved and maintained for over a century. We kindly ask that all guests and participants respect the building and its history during their stay.

Initiatives of Change Switzerland is committed to preserving the historic character of the building while also providing modern amenities and facilities for our guests and participants. We ask that all guests and participants help us in our preservation efforts by refraining from any behavior or actions that could damage the building or its surroundings.

### Sustainable Practices

CAUX- Initiatives of Change is committed to sustainable practices that minimize our impact on the environment. We ask in advance all guests and participants to help us in our efforts by conserving energy, reducing waste, and using our facilities responsibly.