

TERMS & CONDITIONS

These Terms & Conditions apply to all event and accommodation bookings at Caux Palace and Villa Maria, properties owned and operated by the **Fondation CAUX – Initiatives et Changement, a Swiss non-profit foundation registered in Montreux (IDE/UID: CHE-107.879.980).**

Please note that all specific details relating to your booking—including rates, payment schedule, cancellation policy, and included services—are outlined in your **individually signed contract**,

By using our website or engaging in a booking with us, you acknowledge that the signed agreement between the organizer and our foundation serves as the sole binding contract for your event or stay. The information below outlines our general approach and policies.

Inclusive Environment

Our foundation is committed to providing a safe, inclusive, and welcoming space for all guests and participants, regardless of race, ethnicity, gender identity, sexual orientation, religion, or any other personal characteristic. We expect all individuals to treat one another with respect and dignity, and to refrain from any discriminatory or inappropriate behavior or language.

Shared Space

Please note that the Caux Palace shares its facilities with a hotel management school outside of the summer months (Summer period from mid-June till end of July). Mutual respect between all users of the space is expected.

Sustainability & Heritage

Caux Palace is a historic landmark. We kindly ask all guests to treat the premises with care and respect. We are committed to sustainable practices and encourage all guests to reduce waste, conserve energy, and use our facilities responsibly.

Intellectual Property

Fondation CAUX – Initiatives et Changement owns all intellectual property rights in relation to its websites and services, including but not limited to trademarks, copyright, logos, text, videos and images. You may not reproduce, distribute, or use any of our content without our prior written consent.

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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

As a member of the [ARETHA network](#), our foundation is committed to creating a safe, inclusive, and respectful environment for all guests and participants. We ask everyone to engage with care and consideration — towards other guests, staff, and the shared spaces we inhabit.

Behaviours that go against these values, such as discrimination, harassment, or repeated disruption, may require intervention from our team in order to preserve the well-being of the group and the integrity of the space. We trust in collaboration to help us uphold these principles and co-create a welcoming atmosphere for all.

Liability & Insurance

As operators of the Caux Palace and Villa Maria, the Fondation CAUX – Initiatives et Changement carries appropriate public liability insurance, in line with Swiss legal requirements. This insurance provides coverage for incidents occurring on-site, including those linked to facility operations or negligence on our part. That said, as a precaution and good practice, we recommend that all clients and participants be individually covered for personal risk, such as accidents, medical expenses, or loss of personal items. The foundation cannot be held liable for issues beyond its direct control.

Governing Law & Jurisdiction

These Terms & Conditions, as well as any contract agreed upon with the Fondation CAUX – Initiatives et Changement, are governed by Swiss law. The place of jurisdiction is Montreux, Switzerland, where the foundation is officially registered. This ensures that any potential dispute is resolved fairly and locally, in accordance with Swiss legal standards.

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Contract & Confirmation

A booking is considered confirmed once a formal written agreement is signed by both parties within the timeframe specified in your offer. The signed contract includes key details such as event dates, services, participant numbers, pricing, and terms of cancellation.

Payment Terms

Payment terms and deposit schedules are clearly outlined in each individual contract. Payment is typically made by bank transfer or credit card. Cash payments may require prior agreement. Failure to meet payment deadlines may result in cancellation and the application of cancellation fees as defined in your contract.

Cancellations & Changes

Our cancellation and change policy is outlined in your signed contract and may vary depending on the nature, size, and timing of your event. In general, cancellations, significant reductions in participant numbers, or major changes to services may incur fees. These terms are designed to reflect the planning and resource commitments made in advance of your event. We encourage early and transparent communication should any changes arise, so we can work together to find reasonable solutions while minimizing disruption for all parties involved.

Force Majeure

Neither party shall be held liable for any failure to perform its obligations if such failure results from a force majeure event—defined as an unforeseeable and extraordinary circumstance beyond the reasonable control of either party, which makes it impossible or unsafe to hold the event or fulfil the agreement. Force majeure events may include, but are not limited to: natural disasters, acts of war or terrorism, civil unrest, government-imposed restrictions, or officially declared public health emergencies. Force majeure does not cover situations arising from internal changes, poor planning, or general inconvenience. In such cases, both parties agree to communicate promptly and work in good faith to reschedule the event. If rescheduling is not possible, any refund or adjustment will take into account reasonable, non-recoverable expenses already incurred by the venue. Under no

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circumstances shall either party be liable for indirect, consequential, or punitive damages related to a force majeure cancellation.

Tourist Tax

A CHF 5.00 tourist tax per adult, per night applies to all stays. It is free for children under 16. This tax includes the Montreux Riviera Card, which offers free public transport (including Caux–Montreux) and discounts on local attractions.

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