



KRONENHALLE

General Terms and Conditions (GTC)

Restaurant Kronenhalle AG

1. Scope

- 1.1. These General Terms and Conditions (GTC) govern the contractual relationship between Zürcher Kronenhalle AG (hereinafter "Kronenhalle" or "Restaurant") and its guests / event organizers (hereinafter "Guest").
- 1.2. They apply to all reservations, orders, banquets, deliveries, and other services of the Restaurant, unless otherwise agreed in writing.
- 1.3. Deviating conditions of the Guest shall only be recognized if Kronenhalle has expressly agreed to them in writing.
- 1.4. By making a reservation or using services, the Guest acknowledges these GTC as binding.

2. Reservations

- 2.1. A reservation becomes binding once confirmed in writing or electronically by Kronenhalle.
- 2.2. The Restaurant reserves the right to keep a reservation provisional until confirmed.
- 2.3. Changes (e.g. number of persons, time) must be communicated by the Guest immediately.
- 2.4. No-shows will be charged at CHF 120 per person to the credit card on file.
- 2.5. Cancellations are free of charge up to 12 hours before the reserved time, exclusively online via the link in the confirmation. After this deadline, costs may be charged according to the no-show policy.
- 2.6. After a waiting period of 20 minutes, the Restaurant may allocate the table to others if the Guest has not arrived.

3. Services and Service Changes

- 3.1. There is no entitlement to a specific table or room unless expressly agreed in writing.
- 3.2. The Restaurant may adjust services (e.g. menu changes, room allocation) if reasonable for the Guest.
- 3.3. Special requests must be agreed upon in advance; resulting costs are borne by the Guest..

4. Prices and Payment Terms

- 4.1. All prices are quoted in Swiss francs (CHF), including VAT (if applicable) and service charges, unless otherwise stated.
- 4.2. Price changes are reserved.
- 4.3. For events or group reservations, Kronenhalle may require a deposit or guarantee.
- 4.4. The Restaurant reserves the right to issue invoices or interim invoices at any time.
- 4.5. Payment is due immediately after services are rendered, unless otherwise agreed in writing.



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- 4.6. Invoices must be paid within 10 working days of the invoice date. Reminder fees apply in case of late payment.
- 4.7. The Guest may only offset undisputed or legally established claims.
5. **Food and Beverages**
 - 5.1. All food and beverages must be obtained exclusively from the Restaurant and Bar.
6. **Liability / Damages**
 - 6.1. Restaurant:

The Restaurant excludes liability to the extent permitted by law for slight and medium negligence and is only liable for damage caused intentionally or through gross negligence.

The Restaurant is liable for items brought in by Guests in accordance with statutory provisions. It accepts no liability for slight or medium negligence.

The Restaurant assumes no liability for theft or damage to materials brought in by third parties.

The Restaurant is not liable under any legal title for services merely arranged for the Guest.
 - 6.2. Guest

The Guest is liable to the Restaurant for all damage and losses caused by them, their companions, assistants, or event participants, without the Restaurant having to prove fault.

If a third party makes the booking on behalf of the actual Guest, the third party shall be jointly liable to the Restaurant for all obligations under the contract.

The Guest is liable for services and expenses incurred by the Restaurant on behalf of third parties.
7. **Illness of the Guest**
 - 7.1. If a Guest falls ill during their stay at the Restaurant or Bar, the Restaurant or Bar will call a doctor at the Guest's request. If the Guest is no longer capable of action and the Restaurant is aware of the illness, it may notify a doctor without the Guest's request.
 - 7.2. Medical care is always at the Guest's expense.
8. **Lost Property**
 - 8.1. Lost property can be collected on-site if ownership is clear. After a 14-day storage period, items will be handed over to the local lost property office or disposed of.
9. **Smoking**
 - 9.1. Smoking is only permitted in designated areas/rooms within the Restaurant and Bar.
10. **Guest Rules**
 - 10.1. The [Guest Rules](#) set out in a separate document are binding and automatically accepted with the reservation/visit.
 - 10.2. The Restaurant management is entitled to enforce compliance. Violations may result in exclusion from the premises.



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11. Photography & Media

- 11.1. Taking photos and videos of other Guests (strangers) is prohibited at Kronenhalle.
- 11.2. Direct photography of artworks in the Restaurant is also not permitted.
- 11.3. Exceptions may be granted by management (e.g. for official media requests or special occasions).

12. Vouchers / Gift Cards

- 12.1. Vouchers are only redeemable at Kronenhalle, unless otherwise stated.
- 12.2. Remaining balances cannot be paid out in cash, unless expressly agreed.
- 12.3. Promotional vouchers expire after the stated expiry date.

13. Datenschutz

- 13.1. The processing of personal data is carried out exclusively in accordance with applicable data protection regulations, in particular the Swiss Data Protection Act (DSG) and – where applicable – the General Data Protection Regulation (GDPR). Details of the type, scope, and purpose of data collection and processing are set out in the current Privacy Policy. This is part of the GTC and available under [Data protection](#).

14. Online Shop

- 14.1. Separate provisions apply to orders placed via Kronenhalle's online shop. The GTC for the online shop can be found at:
<https://shop.kronenhalle.com/policies/terms-of-service>

15. Withdrawal by the Restaurant

- 15.1. Up to 7 days before the agreed event date, the Restaurant may withdraw from the contract without cost by unilateral (written) declaration.
- 15.2. Furthermore, the Restaurant is entitled to withdraw extraordinarily from the contract for objectively justified reasons by unilateral (written) declaration, such as:
 - force majeure or other circumstances beyond the Restaurant's control making contract fulfillment impossible;
 - events booked under misleading or false information regarding essential facts (e.g. person of the Guest, purpose of use);
 - justified assumption that use of services may endanger smooth operations, safety of other Guests, or the Restaurant's reputation.



Additional Provisions for Banquets

1. Reservations and related services are binding once confirmed by Kronenhalle.
2. For incoming reservations by tour operators, the operator is fully liable to Kronenhalle.
3. Changes in the agreed number of Guests must be communicated in writing no later than 48 hours before the event. Otherwise, the last confirmed number will be used as billing basis.
4. Cancellations:
 - up to 20 days before the event: no cost
 - 19–10 days before the event: 30% of agreed services
 - 9–1 days before the event: 100% of agreed services
 - short-term cancellations (10–0 days) of more than 15% of the agreed number of Guests will be charged at 25% of agreed costs per Guest, min. CHF 50 per cancelled Guest
5. If Kronenhalle has reason to believe the event endangers normal operations, safety, or reputation, it may cancel without compensation.
6. For option dates, the Guest must confirm the final date no later than 30 days before the earliest option date, otherwise the reservation expires.
7. Decorations must be expressly agreed. Brought-in materials require prior approval, must comply with fire regulations, and must be removed by 10:00 a.m. the following day.
8. The Guest is liable for all damage or loss caused by them or their Guests.
9. Invoices must be paid within 10 days of the invoice date.
10. Reservations for 15 to 65 persons are only possible in the Swiss Gallery. This requires an exclusive booking and a minimum consumption of CHF 6,000 at lunchtime and CHF 11,000 in the evening.

Place of jurisdiction is Zurich.