



General Terms and Conditions - Restaurant

Reservation

Seats will be reserved for your reservation according to the registered guest number. Depending on group size and booking situation, it cannot be guaranteed, that the entire group can sit on one table. Seating will be made on basis of the effective booking situation.

Number of guests

The exact number of participants must be communicated to Volkshaus Basel Betriebs AG, no later than 24 hours before the event. This information forms the basis for billing. If more participants than announced participate in the event, the actual number of participants will be calculated.

If fewer participants than announced attend the event, the number of participants communicated until 24 hours before the event will be charged.

Caution:

Menus that deviate from our standard menu, we ask you to inform us of the definitive number of persons 3 days before the reservation. A maximum deviation of minus 20% of the registered number of guests will be accepted without subsequent costs. Adjustments above this will be charged at the contractually agreed price.

We allow us to charge an expense contribution of CHF 100.00 per No Show.

Invoice address

If you wish a payment by invoice, please send us your correct invoice address in advance. Of course, it is also possible to pay on sight by credit card or cash.

Invoices to foreign countries:

We take the liberty to send you a prepayment in value of the menu price and kindly ask you for payment in advance. Beverages will be paid on sight after consumption.

On request it is possible to pay the whole consumption per credit card. Therefore, we are asking for your credit card details due to our guarantee. Thank you for your understanding.

Cancellation policy

Reservations can be cancelled for free up to 8 days in advanced. Cancellations after this time will be charged as following:

4-7 days before reservation day - 50% of contractually agreement

0-3 days before reservation day - 100% of contractually agreement

If no menu is agreed upon in advanced or menu will be chosen on sight, we will charge a flat rate of CHF 100.00 per person.