

## General Terms and Conditions Brasserie

Volkshaus Basel Betriebs AG

### 1. Reservation

For your reservation, seats will be allocated according to the number of guests booked. Depending on availability and group size, we cannot guarantee that the entire group will be seated at one table. The final table allocation will be determined based on the actual number of guests attending and operational requirements.

### 2. Number of Guests

The final number of participants must be communicated to Volkshaus Basel Betriebs AG no later than 24 hours before the event. This number will serve as the binding basis for invoicing.

If more guests attend than originally confirmed, the actual number of participants will be charged. If fewer guests attend, the number communicated 24 hours prior to the event will be charged.

### 3. No Show und Menu Adjustments

For menus that differ from our standard offering, we kindly ask that the final number of guests be confirmed at least 3 days prior to the reservation. A reduction of up to 20% of the originally confirmed number of guests is possible without additional charges. Any further reductions will be charged according to the agreed contractual price.

In the event of a no-show on the day of the reservation without prior cancellation, we reserve the right to charge a no-show fee of CHF 100 per person.

The same applies to last-minute menu changes or significant adjustments requested on site that have not been communicated in advance.

### 4. Billing Address

If you wish to pay by invoice, please provide us with the correct billing address in advance. Invoices can be issued for a minimum amount of CHF 500.

Alternatively, payment can be made on site by credit card or in cash.

#### Invoices for International Customers

For reservations with a billing address outside Switzerland, payment by invoice is not possible. In this case, a valid credit card is required as a guarantee and for final settlement. The credit card provided will be charged after the event.

Alternatively, the bill may be settled on site on the day of the reservation. In this case, a valid credit card is still required to guarantee the reservation.

## 5. Cancellation Policy

For groups of 16 guests or more, or for reservations with a pre-arranged menu, the following cancellation policy applies:

Reservations may be cancelled free of charge up to 8 days before the reservation date.

For later cancellations, the following charges apply:

- 4 to 7 days before the event: 50% of the agreed services
- 0 to 3 days before the event: 100% of the agreed services

If no menu has been agreed in advance or if guests order individually on site, a flat fee of CHF 100 per person will be charged.

Basel, June 2026

Volkshaus Basel Betriebs AG