



ALPENGARTEN EIGENTHAL
PRIVATE WELLNESS RETREAT

HOUSE RULES

Your contractual partners are Donat and Lina Eltschinger-Kaptiyah, Würzenrain 24, CH 6013 Eigenthal, owners and operators of ALPENGARTEN EIGENTHAL - Private Wellness Retreat (hereinafter referred to as Alpengarten). Address: ALPENGARTEN EIGENTHAL, Würzenrain 24, 6013 Eigenthal, Canton of Lucerne, Switzerland, GPS 47.007861N, 8.216771E. The following contractual conditions are recognized by you as a traveler with the booking of the trip:

- Use as DaySPA: Check-in: 2:00 PM Check-out: 5:30 PM
- Use as NightSPA: Check-in: 7:00 PM Check-out: 10:30 PM
- Use as Accommodation: Check-in: from 2:00 PM Check-out: until 11:00 AM

The maximum occupancy of Alpengarten is 4 people for day use and 2 people for overnight stays. Access is open to all persons, provided that the age of a person is at least 20 years. Alpengarten is not barrier-free.

Safety

- Access: Please inform us of your arrival time in advance. We will personally welcome you upon arrival and inform you about the use of the facilities. In exceptional cases and for returning guests, access is via a key code. We will provide this to you before your arrival.
- Foreign Guests: You live in an alpine nature zone. Your co-inhabitants in the summer months are birds, insects, butterflies, occasionally a frog, deer, and many more. Therefore, we ask you to open the windows only with mosquito nets down during the warmer season and to close windows and doors when not in use or when absent.
- Other Possible Disturbances: Seasonally, there may be noise emissions from the military training area Eigenthal (e.g., shooting noise). The surroundings are partially used for agriculture, which in rare cases can lead to odor emissions outdoors. Between June and August, you will be awakened in the morning with bird chirping and occasionally cowbells and goat bells.

General Rules

- Smoking: Smoking is not permitted in the entire facility (indoor and outdoor areas). A smoking area is available in the Sunset Lounge.
- Pets: Pets are not allowed in the accommodation or in the Alpine Garden for hygienic reasons. Thank you for your understanding.
- Quiet Hours: Please respect the quiet hours from 10:00 PM to 8:00 AM to avoid disturbing the neighborhood.
- Cleanliness: Please dispose of the garbage properly in the designated containers.

Use of the SPA-Area

- Opening Hours: The SPA area is available to you around the clock within the framework of your booking.
- Hygiene: The wellness retreat is cleaned before your arrival. For multi-day stays, we will arrange cleaning times with you individually. We take the wishes of our guests into account as much as possible. The entire range of sauna and bath towels is changed daily. Bed linen is changed upon request. For hygienic reasons, we ask you to wear slippers in the indoor areas and the SPA pavilion and outdoor slippers in the Alpine Garden. Barefoot is a healthy alternative. We provide the shoes free of charge. The slippers are for your exclusive use. The outdoor slippers are disinfected after your use and made available to the next guests.
- Clothing: The wellness retreat consists of various wellness and SPA facilities. These are usually entered with bath towels or naked for physiological and hygienic reasons. Your privacy is always guaranteed. The naked zone extends over the indoor area and the SPA pavilion. Out of consideration for the neighborhood, we ask you to dress in the Alpine Garden area. Bathrobes or kimonos are available for this purpose. These are washed after your use and made available to the next guests.
- Body Hygiene: Please shower before using the SPA area and especially before using the plunge pool. The showers are located in the steam bath and the SPA pavilion.

- **Safety:** You use all facilities at your own risk. For safety reasons, access to the SPA pavilion is prohibited for children under 3 years.
- **Consideration:** Please respect the privacy of the neighbors and avoid loud activities.

Emergencies

- **Contact:** In case of an emergency, please contact us immediately.
- **First Aid:** A first aid kit is located in the toilet room.

Catering

- **At your disposal:** Selection of fresh fruits and vegetables, snacks, various types of coffee, tea, jamus, infused water.
- **For an additional charge:** A limited selection of alcoholic beverages and soft drinks is available for an additional charge. Payment for your consumption will be made at the end of your stay.
- **We offer our vacation guests a freshly prepared breakfast for an additional charge.**

Damages and Losses

- **Improper Use:** Alpengarten will be handed over to you in perfect condition. Any damage or additional cleaning efforts (beyond normal use) will be charged to the guest.
- **Damages:** Please report any damage or problems immediately so that we can fix them promptly. We reserve the right to charge you for the costs of damages caused by improper use.
- **Losses:** The same applies to lost and stolen items. Except for slippers and hygiene items, all items and facilities, including clothing, are the property of Alpengarten.

WLAN

During your stay, our WLAN is available to you free of charge. The use of Internet/WLAN/WIFI is at your own risk. When using Internet/WLAN, the applicable law must be observed.

TERMS & CONDITIONS

Payment Terms

Booking through booking portals: The final and binding costs, as well as the terms for a possible contract cancellation, are determined by the conditions set in the booking portals.

Direct bookings: Direct bookings are made with a credit card and processed through the service provider "stripe." In case of cancellation, a credit in the amount of the invoice will be issued, which you can use for an alternative stay. However, if you cancel your booking within 48 hours before arrival, the credit claim will be forfeited.

Payment Methods

Check out: Alpengarten accepts the following payment methods: Twint and cash payment in Swiss Francs (CHF)

Liability

Alpengarten assumes no liability for items and valuables brought by you, unless intent or gross negligence can be proven.

Operational Disruptions

We ensure the best possible functioning of the devices and facilities at Alpengarten. If devices or facilities fail for unspecified reasons during a visit and further use is impossible, the visit can be terminated. In this case, the remaining amount will be credited. If the stay is continued, it can be done at your own discretion. Alpengarten does not guarantee the full functionality of the devices and facilities.

Immediate Termination

Alpengarten can terminate the contract without notice if you significantly disrupt the execution of your stay despite a warning, if you oppose the house rules, or if you behave in such a way that the immediate termination of the contract is justified. In this case, any refund claims are forfeited. Any claims for damages against Alpengarten are excluded. The same applies to commercial use by our guests.

Jurisdiction

Swiss law is applicable. The place of jurisdiction is in Kriens, Canton of Lucerne.

Eigenthal, 15. Juli 2025