

General Terms and Conditions (GTC)

Restaurant Atrium & EON | Waldhotel Davos

1. Scope of Application

These General Terms and Conditions (GTCs) apply to all reservations and services provided by the Restaurant Atrium at Waldhotel Davos.

By making a reservation—whether by telephone, email, via our website, or through a partner platform—the guest acknowledges and agrees to these Terms and Conditions.

2. Reservations

Reservations may be made at any time by telephone, online, or by email.

A reservation becomes binding once it has been confirmed by the restaurant.

We kindly ask our guests to inform us of any special requests (such as allergies, food intolerances, high chairs, dogs, wheelchair access, or special occasions) at the time of booking. We will make every reasonable effort to accommodate such requests whenever possible.

However, guests are not entitled to a specific table or a particular location within the restaurant.

3. Amendments and Cancellations

Unless otherwise stated, reservations may generally be amended or cancelled free of charge up to **12 hours before the reserved time**.

In the event of a later cancellation or a reduction in the number of guests, we kindly ask that you inform us as early as possible so that we may offer the table to other guests.

4. Late Arrivals

If you expect to arrive late, we kindly ask that you notify us.

If we do not receive any notice, we reserve the right to release the reserved table after a reasonable waiting period and allocate it to other guests. In such cases, the reservation may be treated as a No-Show.

5. Credit Card Guarantee and No-Show Policy

During periods of particularly high demand (e.g. weekends, certain periods of the winter season, public holidays, New Year's Eve, major events, the World Economic Forum (WEF), or other special events), we reserve the right to accept reservations only upon provision of a valid credit card and the corresponding authorization.

If a credit card guarantee is required, this will be clearly communicated to the guest during the reservation process.

In the event of cancellation within the specified cancellation period or a no-show without prior notice, we reserve the right to charge the amount previously communicated per reserved guest to the credit card provided. If fewer guests turn up than were booked, the charge will only apply to those who did not attend.

This policy is intended solely to prevent last-minute vacant tables and to provide greater planning certainty for our staff and other guests.

6. Allergies and Food Intolerances

Our kitchen takes the utmost care in accommodating guests with allergies and food intolerances.

However, we kindly ask guests to inform us of any allergies or food intolerances at the time of reservation or, at the latest, before placing their order.

Despite exercising the greatest care, cross-contact between allergens cannot be completely ruled out in a restaurant kitchen. Therefore, we cannot guarantee that any dish is entirely free from allergens.

7. Dress Code

We strive to provide our guests with a stylish and welcoming atmosphere.

We therefore kindly ask guests to wear **appropriate attire** that reflects the character of our restaurant.

For special occasions or events, a more formal dress code may apply. Guests will be informed of any such requirements in advance.

Swimwear and heavily soiled clothing are not considered appropriate attire for the restaurant.

8. Dogs

Well-behaved dogs are welcome for **dinner**, provided they are **registered with us in advance**.

Dogs must remain calm at the table throughout the visit and must not disturb or inconvenience other guests.

Unfortunately, due to the open food displayed on the breakfast buffet, dogs are not permitted in the restaurant during breakfast service.

9. Corkage Policy

Guests may bring their own wine by prior arrangement. A reasonable corkage fee will be charged, the amount of which depends on the type and value of the wine brought.

The restaurant reserves the right to refuse the serving of certain wines, particularly if they are included in our current wine list.

10. Group Reservations

Special terms and conditions may apply to group reservations and private events.

These may include, in particular:

- Individual cancellation deadlines
- Guaranteed number of guests
- Advance payments or deposits
- Agreed menus
- Exclusive use of specific dining areas or private rooms

Any such arrangements will be confirmed in writing.

11. Private Dining and Exclusive Venue Bookings

We are pleased to prepare a bespoke proposal for private events and exclusive venue bookings.

Upon written confirmation, the agreed services, together with the payment and cancellation terms specified therein, shall become binding.

Any changes to the number of guests must be communicated within the agreed deadlines.

The restaurant reserves the right to require a deposit for exclusive events.

12. Gift Vouchers

Gift vouchers may be redeemed within their stated period of validity. Cash redemption or reimbursement is not permitted.

13. Prices and Payment Terms

The prices applicable on the day of the restaurant visit shall apply. All prices include the applicable statutory value-added tax (VAT). We accept the methods of payment displayed in the restaurant.

14. Liability

To the extent permitted by law, the restaurant accepts no liability for guests' personal belongings, coats, or valuables. The restaurant shall be liable for damages only to the extent required by applicable law.

15. Force Majeure | Events Beyond Our Reasonable Control

If the restaurant is unable to perform its services, or can perform them only in part, due to force majeure, governmental orders, technical failures, or other unforeseen circumstances beyond its reasonable control, no claims for damages shall generally arise as a result.

16. Data Protection

Personal data is processed solely for the purpose of handling reservations, fulfilling contractual obligations, and in accordance with applicable legal requirements.

Credit card information is processed exclusively through secure payment systems and is used only for the specific purpose for which it was provided.

17. Governing Law and Jurisdiction

These Terms and Conditions shall be governed exclusively by the laws of Switzerland. The exclusive place of jurisdiction shall be Davos, Switzerland, unless mandatory statutory provisions provide otherwise.

Thank you for your trust. We look forward to welcoming you to the **Restaurant Atrium** in Waldhotel Davos and providing you with an exceptional culinary experience.