TouchBed

General Terms and Conditions of VONLAUB GmbH

Contracting party and provider: VONLAUB GmbH, Tschuopisstrasse 7, 8852 Altendorf, Switzerland, UID CHE-452.482.737.

1 Subject matter of the contract

These General Terms and Conditions govern the legal relationship between VONLAUB GmbH (hereinafter referred to as VONLAUB) and its customers (hereinafter referred to as guest/guests). The General Terms and Conditions (hereinafter referred to as GTC) apply to all offers and services of VONLAUB, but in particular to the respective provision of an apartment by VONLAUB.

1.1 Conclusion of contract and acceptance of the GTC

By sending the electronic booking request or at the latest upon receipt of the written booking confirmation, the guest agrees to the VONLAUB's GTC in full. The GTC are available at all times at www.touchbed.ch and are available in all VONLAUB apartments. In addition, all documents sent by the VONLAUB, namely booking confirmations and reservation forms, contain a direct link to the current version of the GTC at www.touchbed.ch.

1.2 Number of guests

A maximum of the number of persons stated in the booking confirmation by the VONLAUB may be accommodated in the booked apartment. In accordance with its tariffs, the VONLAUB may at any time charge additional costs for additionally accommodated guests and/or demand the immediate expulsion of these additionally accommodated guests.

1.3 Adjustment of the booking

An adjustment to the booking, namely with regard to arrival or departure date, length of stay, apartment type, additional services, is only valid with the consent of the VONLAUB and only with the issue of a new booking confirmation by the VONLAUB.

1.4 General right to use apartment, ancillary rooms

The guest has the right to use the ancillary rooms not designated as private (e.g. laundry room or bicycle room) in addition to the booked apartment. Parking spaces are not available.

1.5 VONLAUB services included in the price

- Fully furnished apartment
- Free WLAN (Internet)
- Self-service laundry room in the building
- All additional costs (incl. electricity, heating, hot and cold water)
- Final cleaning (in accordance with section 4.2)
- Value added tax (in accordance with section 3.7)
- Further individual services are available at an extra charge and on request

1.6 Visitor tax and Mobility Ticket

By making a booking or, at the latest, upon entering the property, the guest confirms that their stay falls within one of the exemptions under Article 5(a)–(e) of the City of St.Gallen Visitor Tax Regulations (sRS 624.1), unless they expressly notify Vonlaub otherwise in writing. Where the statutory exemption requirements are met, Vonlaub neither charges nor remits visitor tax. Deviations and changes must be notified in writing without delay, and the necessary supporting evidence must be provided on request. Stays exempt from visitor tax do not confer any contractual entitlement to a Mobility Ticket or comparable tourist services.

Visitor taxes collected through booking platforms or intermediaries form part of the guest's agreed overall financial outlay. Any lawful refunds of these amounts belong to Vonlaub as between the parties, as an additional component of the accommodation charge, to the extent permitted by law.

By making a booking or, at the latest, upon entering the property, the guest authorises Vonlaub to pursue corresponding refund claims in the guest's name and to receive refund amounts. The guest undertakes to issue any necessary separate powers of attorney and, on request, to assign transferable claims to Vonlaub in the legally required form.

Any contractual entitlement of the guest to receive such refunds or to a reduction of the accommodation charge is excluded.

2 Start of contract, duration of contract, extension and cancellation

2.1 Start of contract

A booking is confirmed by the VONLAUB once the booking confirmation has been issued. For bookings of 31 nights or more, the guest is obliged to complete and sign the reservation form sent to them and return it to the VONLAUB.

2.2 Contract duration

An apartment is available for the booked period of time. The period stated in the booking confirmation under "Booking duration" is decisive. The guest has no right to use the apartment beyond this period.

2.3 Extension

The guest cannot shorten or extend a booking that has been made. However, they are free to book the apartment for any length of time – even indefinitely – and to cancel the nights already booked free of charge in good time in accordance with the cancellation deadlines of VONLAUB, in accordance with Section 2.4.

2.4 Cancellation

Bookings of 1 to 30 nights Bookings of 1 to 30 nights can be canceled free of charge prior to the stay subject to a seven-day cancellation period. Cancellations are accepted daily until 12.00 noon by the VONLAUB. Cancellations are only valid upon written confirmation by the VONLAUB.

Bookings of 31 nights or more For bookings of 31 nights or more, booked nights can be canceled free of charge before or during the stay, subject to a thirty-day cancellation period. Cancellations are accepted daily until 12.00 noon by the VONLAUB. Cancellations are only valid upon written confirmation by the VONLAUB. Apart from this, it is not possible to cancel free of charge.

3 Invoices and payment

3.1 Guest's payment obligation and default

The guest is obliged to pay the prices for overnight stays and additional services listed in the booking confirmation or in the invoices on time. The amounts owed and the respective payment deadlines (due dates) can be found on the invoices sent by VONLAUB to the guest by email together with the booking confirmation. If the amounts owed, which are due before moving in, are not paid on time within the payment period stated on the invoice, the VONLAUB is entitled to withdraw from the contract, i.e. to cancel the booking and deny the guest access to the apartment. In this case, all claims of the guest expire. If the guest does not pay a due invoice amount during a stay, he/she is in default from the payment date. The VONLAUB will request the guest to transfer the amount owed within 5 days. If this grace period is not complied with, the VONLAUB is entitled to cancel the booking with immediate effect, whereby the guest loses the right to stay in the apartment and must move out immediately (i.e. within one day).

3.2 Security for furnishings and booking / authorization to charge credit cards

The VONLAUB may require the guest to provide valid credit card details as security, payment of a deposit and/or a copy of a passport. For bookings of 31 nights or more, the VONLAUB requires the guest to transfer a deposit to the VONLAUB's deposit account. The deposit amount and its due date can be found on the deposit invoice ("Deposit Invoice"). The deposit does not bear interest and will be refunded to the guest within 10 working days of moving out if all invoices have been settled and there is no damage. In the event of non-payment of the deposit, the VONLAUB is entitled to withdraw from the contract, reallocate the property and charge the defaulting guest a cancellation or processing fee. Any damage to the inventory, furnishings, apartment or building as well as payment arrears or other costs (e.g. due to lost keys) will be deducted from the deposit. For bookings of 1 to 30 nights where no deposit is charged by the VONLAUB, the guest is required to provide valid credit card details. The VONLAUB is entitled to charge the guest's credit card for accommodation costs/any costs for additional services, damage to the inventory, furniture, apartment or building as well as outstanding payments and other costs (e.g. due to lost keys). By providing his/her credit card details, the guest agrees to his/her credit card being charged with the corresponding costs.

3.3 Payment deadlines

The accommodation costs due and (for stays of 31 nights or more) the deposit amount must be paid in accordance with the VONLAUB payment deadlines stated on the invoice. the following due dates apply: Bookings of 1 to 30 nights The total accommodation costs are due 5 days after receipt of the booking confirmation/invoice or, in the case of short-term bookings, at the latest when moving into the apartment. Bookings of 31 nights or more

- The deposit is due 5 days after receipt of the "Deposit Invoice".
- The accommodation costs / any costs for additional services for the first month (according to the invoice) are due 5 days before moving in.
- The accommodation costs/any costs for additional services for the following months (according to the invoice) are due 5 days before the start of the following month.
- Additional services booked will be invoiced separately at cost and are payable as stated on the invoice.

3.4 Terms of payment

Payments are always made in Swiss francs (CHF) and without bank charges or credit card deductions.

3.5 Payment methods

For bookings made at www.touchbed.ch, payment can only be made by credit card. For bookings made by e-mail, all amounts owed can be paid by bank transfer, debit or credit card or in cash at check-in. However, cash payment at check-in is only possible if the guest provides valid credit card details by e-mail within the payment period.

3.6 Reminder fees and default interest

The VONLAUB is entitled to charge reminder fees and default interest of 5% on all amounts owed in the event of late payment by the guest.

3.7 Additional services and VAT

Booked additional services are invoiced separately and at least monthly for stays of 31 nights or more. The statutory value added tax is payable on all services. Accommodation and the services included in accordance with Clause 1.5 include the current statutory VAT of 3.8%.

4 Check-in and check-out

4.1 Check-in/check-out

Unless otherwise agreed with the VONLAUB, the apartment can be occupied and returned as follows : Move-in from 15:00, move-out by 10:00. If the apartment is not vacated on time, an additional daily rate will be charged.

4.2 Return and final cleaning

The guest must leave the apartment in a tidy condition. If the condition of the apartment requires an above-average cleaning time, the additional time required will be charged to the credit card provided or, for bookings of 31 nights or more, charged directly to the deposit.

5 Authorities

For bookings of 8 weeks or more, the guest is obliged to register with the relevant authorities of the City of St. Gallen (residents' registration office, post office, etc.) within 14 days of moving in and to deregister when moving out.

6 Liability of the guest

In the event of loss of keys and damage, loss or destruction of the inventory, furnishings, the apartment or the building by the guest or third parties, the guest shall be fully liable for any resulting damage. The guest is also liable for damage resulting from lack of care, smoking and misuse. Theft, intentional damage to property and other offenses in connection with the accommodation in the VONLAUB apartment will be reported immediately and in this case the VONLAUB is entitled to cancel the booking without notice.

7 Use

7.1 General

The guest undertakes to treat the apartment, the generally accessible rooms and the inventory, furniture and appliances with the greatest possible care. The instructions for use of the appliances (e.g. washing machine) must be followed. The apartment is only to be used for its intended purpose (as private living space).

7.2 Pets

Pets are not permitted.

7.3 Construction, repair and maintenance

No structural alterations may be made in the apartment or in the generally accessible rooms.

7.4 Use and subletting

The guest is not permitted to sublet the apartment to third parties or make it available to third parties. It is not permitted to run a business in the apartments. In the event of a breach of guest rights and the obligations mentioned in these GTC, the VONLAUB has the right to cancel the booking with immediate effect or to terminate an existing contractual relationship without notice and to have the guest expelled without further notice if the guest refuses to move out immediately.

8 Post and internet use

8.1 Post

Guests of the VONLAUB are instructed to provide the following letter and parcel address to mail carriers. First name Last name c/o, Apt. No. xy, street no., zip code town Example: Hans Muster c/o 107, Mühlensteg 10a, 9000 St. Gallen If addressed to a different address, postal delivery cannot be guaranteed.

Attaching personal labels, stickers or nameplates to mailboxes, doorbells, doors or any other parts or fixtures of the building is prohibited.

8.2 Internet use

The VONLAUB accepts no liability for damage arising from Internet use (spam, viruses, Internet connection failures or malfunctions, etc.). The guest is not entitled to a refund. Internet faults must be reported to VONLAUB during office hours. Guests are obliged to protect their own devices against malware in order to prevent spam or viruses from being sent via the VONLAUB network. VONLAUB has the right to exclude a guest from the network at any time. The guest acknowledges that the VONLAUB is obliged to record actions on the Internet.

9 House rules

9.1 General rooms

When using the general ancillary rooms (e.g. laundry room), the stairwell and all corridors, the guest must take the needs of other guests into consideration and keep them clean. The storage of personal items in these rooms is prohibited, as they block the way in the event of an emergency/fire and hinder evacuation (e.g. bicycles in the stairwell).

9.2 Rubbish

Rubbish must be disposed of in a closed garbage bag in the recycling station provided by the VONLAUB in the service room.

9.3 Night's rest

Room volume must be maintained in all apartments from 22:00 to 07:00.

9.4 Smoking ban

Smoking is prohibited in the apartments as well as in all other rooms.

9.5 Fire/emergency exits

In the event of fire, the emergency exits in the stairwell must be used.

9.6 Barbecuing

Barbecuing on the balconies / terraces is prohibited.

10 Right of access

All VONLAUB staff are entitled to enter the apartments at any time, even without giving reasons. The guest is aware that the VONLAUB staff have the necessary keys. The guest is not permitted to deny VONLAUB staff access to the apartment.

11 Emergencies

In the event of a health emergency or threat, the police (117), the local emergency doctor, the ambulance service (144) or the international emergency number (112) must be called directly. For building services emergencies, the VONLAUB can be reached at +41715771045. Repairs are normally carried out from Monday to Friday from 08.00 to 17.00, depending on the urgency. Guests must make their own arrangements for special interventions caused by them (e.g. lost keys). If a service is provided by the VONLAUB in such a case, the guest will be charged a handling fee depending on the effort involved.

12 Exclusion of liability and insurance

12.1 Exclusion of liability

The VONLAUB accepts no liability for the following damages:

- Any damage caused by the guest.
- Personal injury caused by the use of the apartment or the inventory (e.g. through the use of kitchen equipment such as knives),
- Damage due to disruptions caused by force majeure, strikes, etc.,
- Damage due to disruptions and interruptions to the Internet connection,
- Damage to and/or loss of the guest's personal belongings and furnishings (luggage, clothing, valuables, furniture, vehicles, etc.) stored in the apartment or in/around the building.

12.2 Insurance

The guest and his/her personal belongings are not insured by the VONLAUB against the risks of accommodation (e.g. accident, illness, theft, water and fire). Private liability insurance is the responsibility of the guest and is mandatory.

13 Data protection

VONLAUB is entitled to collect, process and use personal data insofar as this is necessary for the smooth running of operations. Data will only be stored and transmitted to third parties if this is necessary. The guest agrees to this.

14 Severability clause

Should individual provisions of these GTC be invalid, this shall not affect the validity of the remaining provisions. The parties shall then endeavor to find a permissible provision that comes as close as possible to the intended provision.

15 Amendments and additions to the GTC

Amendments or additions to the GTC can be made by VONLAUB at any time without prior notice.

16 Communication/written form

All communication from the VONLAUB (including booking confirmation, invoices etc.) is always by email. The booking confirmation issued by the VONLAUB contains all agreements made regarding a booking. Any changes or additions to these must be made in writing in order to be valid. E-mails fulfill the written form requirement.

17 Applicable law and place of jurisdiction

The contract is governed exclusively by Swiss law. The place of jurisdiction for any disputes arising shall be the competent courts at the respective location of the apartments.

Altendorf SZ, 25 November 2026

This version applies to bookings into which it is incorporated as part of the contract. Existing contracts remain subject to the version agreed for those contracts.