



# GRAND RESORT BAD RAGAZ

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## House Rules for the Grand Hotels of Grand Resort Bad Ragaz AG

### 1. PURPOSE OF THE HOUSE RULES

- 1.1 The House Rules serve to ensure the safety, order, and cleanliness/hygiene of all hotels operated by Grand Resort Bad Ragaz AG (hereinafter referred to as the «Grand Hotels») and to safeguard the privacy and well-being of guests.
- 1.2 The House Rules are binding for all guests.
- 1.3 By entering the Grand Hotels, guests agree to comply with and adhere to the provisions of the House Rules, as well as any other regulations issued to maintain operational order and safety.
- 1.4 In the case of corporate, club, or other group events, the responsible contacts must ensure that all participants observe the House Rules.
- 1.5 The staff of the Grand Hotels hold the right to enforce house regulations. Their instructions must be followed.
- 1.6 All guests are expected to treat staff and fellow guests with respect and courtesy.

### 2. QUIET, PRIVACY, CONSIDERATION AND RESTRICTED ACCESS

- 2.1 The Grand Hotels place great emphasis on tranquility, relaxation and discretion.
- 2.2 Guests are expected to be considerate of others; any noise disturbance must be avoided, particularly during evening and nighttime hours from 22.00 to 08.00.
- 2.3 Playing loud music, hosting parties or celebrations in guest rooms or suites is strictly prohibited.
- 2.4 Filming or photography that captures other guests or staff without their explicit consent is prohibited.
- 2.5 Photography and filming for commercial purposes or for the press require prior authorization from the management of the Grand Hotels. In the event of non-compliance, any resulting legal costs will be charged to the responsible party. In all other matters, the provisions of the General Terms and Conditions (see Section 10) apply.
- 2.6 The Grand Hotels reserve the right to restrict access to certain areas of the buildings and outdoor facilities to hotel guests only.

### 3. HANDLING OF FACILITIES AND SAFETY

- 3.1 All facilities, furniture, and technical equipment must be treated with care.
- 3.2 Any damage or malfunction must be reported to staff immediately.
- 3.3 Open flames, candles, or the use of privately brought cooking appliances that are not part of the hotel's equipment are strictly prohibited in guest rooms and suites.
- 3.4 Interfering with smoke detectors, fire-fighting equipment or emergency exits is strictly prohibited.
- 3.5 Escape and rescue routes must be kept clear at all times. In the event of an emergency, staff must be notified immediately and their instructions followed. Blocking emergency exits or interfering with safety equipment is strictly prohibited.

## 4. SMOKING

- 4.1 Smoking is strictly prohibited in all indoor areas of the Grand Hotels.
- 4.2 Smoking is permitted only in designated outdoor areas and in the hotel's Cigar Lounge.
- 4.3 In case of non-compliance, a special cleaning fee will be charged.

## 5. FOUR-LEGGED GUESTS AT THE GRAND HOTELS

- 5.1 Four-legged guests are welcome at the Grand Hotels in selected room categories and designated public areas.
- 5.2 In all public areas of the Grand Hotels and the Kurpark, four-legged guests must always be kept on a leash.
- 5.3 In the restaurants Verve by sven, Olives d'Or and Zollstube, in the lobbies and bars, and on the terrace of Restaurant Namun, dogs are welcome in designated areas.
- 5.4 Four-legged guests are not permitted in the following areas:
  - Guest rooms at Hotel Palais Bad Ragaz and on the 1st and 2nd floors of the Grand Hotel Quellenhof
  - Restaurants IGNIV by Andreas Caminada, Sven Wassmer Memories and Namun, as well as the Salon Davidoff
  - The spa and wellness area, and the area with loungers around the Garden Pool
- 5.5 Four-legged guests are not allowed on furniture, including beds, sofas, or chairs.
- 5.6 Leaving animals unattended in guest rooms is prohibited.
- 5.7 In cases of excessive soiling or damage, the Grand Hotels reserve the right to charge an additional cleaning fee of at least CHF 500, or an amount as deemed appropriate by the Grand Hotels. Permanent damage, particularly to furniture or textiles, will be charged separately.

## 6. WELLNESS-, FITNESS- AND POOL AREAS

- 6.1 Use of the Thermal Spa and the fitness center is at the guest's own risk and subject to the applicable area rules.
- 6.2 Fitness equipment is to be used only by experienced users and must be operated in accordance with its intended purpose.
- 6.3 Access to certain areas is restricted by age:
  - Minors are permitted in the Family Spa, Sports Pool and Garden Pool only when accompanied by an adult.
  - The access to the fitness center is permitted for individuals aged 12 and above, provided they are accompanied by an adult.
  - Access to the Helenabad is permitted for individuals aged 16 and above.
- 6.4 All guests are advised that wet and/or soapy floors in pool areas present an increased risk of accidents. Special caution is therefore required in all guest areas. It is recommended to wear non-slip footwear outside the pools.
- 6.5 Out of consideration for other guests, reserving loungers or seating is prohibited.
- 6.6 Quiet behavior must be maintained in the relaxation areas.
- 6.7 The use or carrying of mobile phones, smartphones, tablets, or any other devices with camera functionality is strictly prohibited in the Thermal Spa.

- 6.8 All baths and saunas may be used only after showering.
- 6.9 Use of all saunas and the steam bath in the nude area is strictly without clothing. After completing a sauna session, including any necessary cooling-down period, guests must wrap themselves in a bathrobe or a covering towel. The sauna facilities are not intended for nudity culture. A textile sauna and a textile steam bath are available in the Helenabad.
- 6.10 Each user must be aware of the characteristics of the sauna facilities (high temperatures, humidity, etc.) and their effects on the body. This applies in particular to individuals prone to seizures, fainting, or epilepsy, as well as to persons with cardiovascular conditions. In case of doubt or health concerns, consulting a doctor prior to use is recommended.
- 6.11 The facilities must be treated with care. Any damage or soiling is prohibited and may result in obligation to cover damages. A cleaning fee will be charged in the event of soiling. Any damage or soiling of the facilities must be reported to staff immediately.
- 6.12 Eating, drinking, and smoking (including e-cigarettes) are permitted only in the designated areas.

## **7. HOTEL GARAGE**

- 7.1 Use of the Grand Hotels' underground garage is at the guests' own responsibility.
- 7.2 Vehicles may be parked only in designated parking spaces. Parking on driveways, in fire lanes, or in unmarked areas is prohibited.
- 7.3 Speed limits, one-way regulations, and other traffic signs within the garage must be adhered to.
- 7.4 The Grand Hotels accept no liability for damage, theft, or loss of vehicles or their contents.
- 7.5 Any damage caused to other vehicles or to the garage facilities by guests or their vehicles must be compensated by the responsible party.
- 7.6 In the event of a violation of these provisions, the Grand Hotels reserve the right to have vehicles removed at the owner's expense.

## **8. DRESS CODE AND CONDUCT**

- 8.1 A neat and polished appearance in the style of «Smart Casual» is expected in the public areas of the Grand Hotels.
- 8.2 Entering restaurants, bars, or lobby areas in swimwear or otherwise inappropriate casual attire is prohibited.
- 8.3 Appropriate swimwear or leisurewear must be worn in the spa and wellness areas.
- 8.4 Suitable sportswear and clean, non-slip footwear are required in the fitness center.
- 8.5 The Grand Hotels reserve the right to deny guests access to certain areas if the dress code is not adhered to.

## **9. LIABILITY AND VALUABLES**

- 9.1 The hotel's liability is limited to the extent provided by law.
- 9.2 A safe is available in every guest room for valuables. The in-room safe is insured against burglary for amounts up to CHF 10,000. Guests staying at the hotel may use a complimentary safe deposit box at the reception for storing larger valuables or cash.

9.3 The hotel accepts no liability for items kept outside of the safe.

## 10. LOST AND FOUND

- 10.1 Found items must be handed in at the reception, to the concierge, or to housekeeping.
- 10.2 Lost and found items are kept in compliance with legal regulations.
- 10.3 The handling of lost and found items follows the applicable legal regulations.
- 10.4 Shipping of lost or valuable items is carried out only at the explicit request of the owner, who is also responsible for any shipping costs outside Switzerland. The hotel assumes no liability in the event of loss or non-delivery of a shipment.

## 11. LOSS OR DAMAGE

- 11.1 In the event of loss or damage to hotel property, the hotel may claim compensation.
- 11.2 The same applies in the case of excessive soiling or intentional damage to the facilities.

## 12. VIOLATIONS AND CONSEQUENCES

- 12.1 In the event of violations of the House Rules, measures of varying severity may be taken, depending on the circumstances. These may include a verbal or written warning, removal from the premises of the Grand Hotels, or the enforcement of a temporary or permanent ban from the property.
- 12.2 In the case of serious violations – in particular sexual harassment, physical or verbal assault, willful damage to property, or repeated disrespectful behavior – immediate removal will occur. There shall be no entitlement to a refund for services already paid for or commenced.
- 12.3 Further measures, including the initiation of legal proceedings, remain reserved.

## 13. FINAL PROVISIONS

- 13.1 These House Rules apply to all buildings and outdoor areas of the Grand Hotels.
- 13.2 Amendments and additions are reserved.
- 13.3 By staying at the Grand Hotels, guests acknowledge these House Rules as binding.
- 13.4 In all other matters, the General Terms and Conditions apply.

Bad Ragaz, January 2026

(Changes reserved)

Simon Spiller  
General Manager Grand Hotels