

General Terms and Conditions

1. Ambit

These terms apply to all legal relationships between the Hotel Drei Könige Luzern AG and the guest application.

2. Arrival and Departure

The rooms are ready on the day of arrival from 3pm. The hotel cannot guarantee rooms from 6pm on arrival otherwise assigned. The room has to be returned on departure day by 11 am. Late check-outs may be granted upon request.

3. Payment / Prices

We reserve the right to demand for reservations to all or part of advance payments. For payment we accept all major credit cards. The payment in foreign currencies is possible. Rates are based on the respective conversion rates. Our prices include VAT, breakfast and service.

4. Changes in prices

In the following cases, the Hotel Drei Könige Luzern AG amends published rates:

- New or increased state taxes (eg VAT, city taxes, etc.)
- Clearly explainable misprints

5. Cancellation

A cancellation up on one day before the arrival, is free of charge. If you cancel within 24 hours or no show we will charge the full first night.

6. Room setting

All rooms are equipped with bathroom, shower and toilet, makeup mirror, telephone, flat screen TV and safety deposit box.

7. Extra beds / Baby cots

Extra beds can also be booked on request and at an additional cost. Baby cots are upon request and must be confirmed by the hotel. Please contact the Front Office of the Hotel Drei Könige Luzern AG. (hotel@drei-koenige.ch)

8. Use of the hotel rooms

The hotel room is for use by the guest with the utmost care and treat. Only the number of persons (including children) can be used or occupied, which is specified in the reservation. The guest is not allowed in the Hotel Drei Könige Luzern AG rented hotel rooms third parties to use.

9. Reduction for children

Children under 2 years stay free of charge in their parent's room.

Children from 2 to 6 years: CHF 30.00 for the extra bed

Children from 6 – 12 years: CHF 40.00 for the extra bed

10. Pets

Pets are welcome. We will charge CHF 10.00 per night and per pet.

11. Parking

We have 3 on-site parking spaces, which cost CHF 20.00 per day/night it is not possible to reserve them in advance. For all kinds of vehicles, which are stationed at the hotel car park, the Hotel Drei Könige Luzern AG assumes no responsibility or liability for damage caused by third parties.

12. Lost property

Found items are redirected only upon request of the guest. The cost and risk of the redirection is taking by the guest.

13. Early Departure

The Hotel Drei Könige Luzern AG holds the right to charge for early departure to the agreed departure date.

14 Theft and liability

For accidents, theft, robbery, crime, fire, natural disaster or similar events, the management and the responsible persons of the Hotel Drei Könige Luzern AG assumes no liability or responsibility. The Drei Könige Luzern AG will take all necessary precautions to minimize the risks to a minimum. These include in particular the ban of smoking in the rooms, the non-use of kettles, irons, lighted candles and other dangerous electrical items to use, which can pose a threat to the Drei Könige Hotel Luzern AG and their guests.

If the fire alarm is triggered by failure to observe the above-mentioned reasons, the costs caused by the fire service as well as the cleaning and the reparations of the room will be charged to the guest.

The risk-free use of the facilities (slipping) and the possible improper use of self-service breakfast buffet (hot water, toaster, ect.) And the resulting injury or damage that may occur, are also excluded.

Furthermore, unspecified facts which may give rise to claims excluded. For the behavior of other hotel guests, the Drei Könige Hotel Luzern AG also take only a limited impact, however, is gone all out to ensure the order and the privacy.

15 Privacy Policy

The Hotel Drei Könige Luzern AG undertakes to observe the respective data protection laws in the handling and processing of all guest data and guest-use data. Guest data will be used only to maximize operational safety and in the interest of sales promotion, product design, crime prevention, economic key data and statistics collection and invoicing.

16 Final Provisions

This Agreement is subject exclusively by Swiss law. Jurisdiction is the city of Lucerne.

Status, August 2026