

## General Booking Conditions

### *1. Conclusion of contract and services*

The contract between the visitor and the landlord comes into effect with the unconditional confirmation of the reservation. The published conditions for booking apply for all participants. The services are defined by the description in the contract or on the Internet. The number of people named in the contract is at all events to be respected.

### *2. Prices*

The prices stated in the contract in Swiss francs are binding. A price adjustment due to the introduction or raising of fees, duties, taxes, is possible up to 3 weeks before the start of your holiday.

### *3. Conditions for payment*

Find the booking conditions on your contract. For the reservation, we require a deposit (see contract). The payment of balance has to be transferred before arrival or paid cash in Zermatt before departure.

### *4. Changes to and alteration of the contract by the guest*

The booking conditions on the contract are compulsory. If not in the contract defined, the cancellation policies are as follows:

If you withdraw from a contract 45 days before the date you have reserved for a package, and for a reason which is not covered by the cancellation insurance or by an insurance policy you have bought, you will be charged the following amounts as a percentage of the package arrangement:

Up to 45 days: a handling charge of CHF 100.-

44 - 30 days before the start of the holiday: 50 % of the price of the package

29 - 0 days before the start of the holiday and no-show: 100% of the price of the package

The number of days is calculated from receipt of your notification; in the case of Saturdays, Sundays or public holidays, the next working day applies.

In the case of cancellation, the landlord must be informed of the reason for the cancellation - if possible by registered mail.

Cancellation insurance

It is recommended that visitors take out cancellation insurance (5 % of the total price). This insurance covers the risk of cancellation in cases of hardship. Find the details on your contract.

The following are considered to be cases of hardship: illness, accident or the death of the insured party or of a person who is personally close to him / her. Proof must be supplied in writing, and we reserve the right to have it verified by a doctor.

An administration fee of CHF 100.- per reservation will at all events be charged. (This is not covered by the cancellation insurance.)

#### Substitutions

If a visitor is unable to embark on a package (he / she has booked), but is able to supply a substitute, no extra charges will be made.

### 5. *Force majeure*

Extreme events beyond the control of the landlord can occur at any time in the tourist industry. If an act of God, environmental disasters or natural forces hinder us in our capacity as brokers, we reserve the right to cancel the reservation with no right to compensation. If for other reasons which are also beyond our control we are prevented from providing services, we reserve the right to either book you into another apartment or if necessary cancel the reservation. In the case of the above reasons, you will be refunded the amount you have paid if you do not claim the services you have booked, and agree to waive further claims.

### 6. *Liability*

The landlord accepts liability for the proper arrangement of reservations on site. He does not, however, accept liability for unforeseeable factors over which he has no influence, such as:

Cuts or faults in the water and/or electricity supply and facilities such as heating, lifts, etc.

The reduction of the rental value due to damage to the environment, temporarily higher noise levels, e.g. from a construction site, party, etc.

All participants are responsible for their personal insurance cover (in particular insurance for accident and illness, damage to property and luggage as well as for lost luggage). The organiser accepts no liability in this case.

The visitor is fully liable for damage which can be proved to have been caused by the visitor during his / her stay. Any damage must be reported to the owner or his / her representative before departure.

### 7. *Late arrival, early departure*

The visitor is responsible for his own travel arrangements. If he / she arrives late due to problems and delays in public or private transport (including train and plane) etc. or for personal reasons, no refund will be made. - The full amount is due in the case of early departure.



## 8. Complaints

If there are any deficiencies when you move in to your accommodation or if any occur at a later point, if you suffer injury or have any other cause for complaint, the owner should be informed immediately. The owner will do his best to find a suitable solution. We would expressly draw attention to the fact that any complaints or claims can only be processed if notified within 24 hours after arrival at the respective accommodation. The amount claimed in compensation cannot under any circumstances exceed the rental sum. Swiss law applies in all other cases. The sole court of jurisdiction is by agreement Visp (Switzerland)

## 9. Original text

*The General Conditions of Contract and Terms of Travel are drawn up in German, English, French. In the event of any dispute, the German version is applicable.*

Zermatt in March 2016/ap