

## General terms and conditions

### Subject of contract

These general terms and conditions govern the legal relationship between you and the Hotel und Sport Julen AG / Hotel La Couronne, listed below as Hotel La Couronne. Our confirmation of your reservation or order, which will be sent to you by e-mail, fax or mail, serves as basis thereof. Please check the confirmation and inform us of any mistakes immediately.

### Cancellations of hotel reservations

#### Cancellation conditions for private guests summer:

- up to 4 days before arrival no charge
- 0 - 3 days before arrival 100 %

#### Cancellation conditions for private guests winter and tour operators / travel agencies:

- up to 21 days before arrival no charge
- 0 - 20 days before arrival 100 %

#### Cancellation conditions for groups:

##### *Cancellation of the entire group*

- up to 28 days before arrival no charge
- 21 - 27 days before arrival 50 %
- 0 - 20 days before arrival 100 %

##### *Cancellation of individual rooms*

- up to 4 days before arrival no charge
- 0 - 3 days before arrival 100 %

We recommend taking out cancellation insurance to cover any possible cancellation charges.

For online hotel reservations, the pertaining conditions for reservations and cancellations apply as indicated. If upon making the reservation online a wrong credit card number should have been entered, we would consider the reservation as not guaranteed and the reserved room would be released.

### Booking cancelled by Hotel La Couronne

Hotel La Couronne reserves the right, in exceptional cases, to declare a confirmed booking no longer valid, at no cost to Hotel La Couronne or the guest. Hotel La Couronne will endeavour to offer an alternative holiday of equal value (different hotel, different time of year).

Exceptional cases: The hotel becoming uninhabitable due to force majeure, the hotel closing or the opening dates changing for economic or legal reasons.

### Dates of options

Dates of options are binding for both parties to the contract. After expiry of the period of the option, the Hotel La Couronne is automatically entitled to utilize again the reserved rooms/accommodations, unless the customer had sent a written confirmation. Said confirmation must have arrived until the last day of the option period.

### Unused benefits

When a package is booked, the services included cannot be reduced and there is no refund if you do not take advantage of them.

## Hotel LA COURONNE

Hotel und Sport Julen AG, Kirchstrasse 17, CH-3920 Zermatt. Telefon +4127 966 2300, Telefax +4127 966 2302  
hotel-couronne.ch, couronne@zermatt.ch

**Terms of payment**

The Hotel La Couronne may require an advance payment for your stay.

Accepted methods of payment: Cash, Maestro, Postcard, Visa, Mastercard, American Express, JCB, Diners. Payment in EUR is possible, with the exchange rate based on that day's rate.

**Prices**

Unless otherwise stated, prices include breakfast buffet, service charge and VAT.

Tourist tax is not included in the accommodation prices and will be charged locally in addition.

The Hotel La Couronne may amend published prices in case of newly introduced or increased statutory charges (e.g. VAT, guest taxes etc.)

**Duty of Care / Liability**

The hotel room is to be used and treated by the guest with utmost care. For damages and soilings incurred, the guest or company will be required to pay.

It is prohibited to smoke or cook in the rooms. Any breach of this regulation will incur a fine.

The room may only be used by the number of persons (including children) stated in the contract. It is prohibited for a guest to allow third parties to use a hotel room rented from the Hotel La Couronne.

The guest is liable for any damages, unless it can be established that these have been caused through no fault of his or any other of his authorized users. The Hotel La Couronne must be notified immediately of any damages.

The Hotel La Couronne shall be liable for the items brought by guests in accordance with legal provisions. No responsibility shall be accepted for minor negligence. The hotel shall under no circumstances accept liability for services that it has merely arranged for the guest as an intermediary. If the guest suffers a loss, he must notify the hotel without delay. Otherwise the guest will be unable to exercise any legal claim.

**Check in and check out**

Unless stated differently in an agreement between the contracting parties, the earliest check-in time is from 2.00 pm and the latest check out of the room at 11.00 am.

**Lost property**

Lost property items will only be forwarded on request of the customer. Forwarding expenses and risks incurred are to be borne by the customer.

**Applicable law and court of jurisdiction**

The legal relationship between you and the Hotel und Sport Julen AG / Hotel La Couronne is governed by Swiss Law. Visp is the sole place of jurisdiction in the case of any dispute arising from such contracts.

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