

General terms & conditions



Hotel Alpenhof Unterbäch AG, hereafter referred to as „hotel“. General terms and conditions valid from October 2024.

1. Scope of application

These GTCs apply to all legal relationships between the guest and the hotel.

2. Conclusion of contract

Upon acceptance of the written, telephone, electronic or personal reservation/hotel booking and delivery of the reservation confirmation, a contract is concluded between the guest and the hotel. These general terms and conditions shall form the basis of this contract. Communications by e-mail shall be considered to have been made in writing.

3. Validity of offer/provisional booking

Unless otherwise agreed, our offers and provisional reservations/hotel bookings accepted are valid for 7 (seven) calendar days.

4. Check in/check out

The hotel rooms are available from 3.00 pm on the day of arrival and until 11.00 am on the day of departure.

5. Prices and terms of payment

Unless otherwise stated, all prices are in Swiss francs (CHF) and include VAT as required by law. The prices quoted are subject to change. Invoices must be paid on the hotel premises or within 10 days on account. The hotel may charge a reminder fee of CHF 10 for each reminder.

6. Deposit/advance payment

Swiss billing address

We reserve the right to request the card number of a covered credit card as security.

For **group bookings** (car tours, group tours or similar from 4 hotel rooms) with a Swiss billing address, the following applies unless otherwise agreed:

- 50% advance payment of the booked services until 30 / 60 days prior to arrival (up to the free total cancellation date of the group)
- Final payment until 10 days prior to arrival.

Foreign billing address

For reservations/bookings with a foreign billing address the following applies: Unless otherwise agreed, 100% of the payment for the confirmed services is due in advance (10 days after receipt of the reservation confirmation, but no later than 14 days before arrival/before the event).

Reservations only become definitive after receipt of the deposit or the covered credit card number

7. Cancellations and rebookings

7.1 General conditions

The following cancellation conditions apply to the cancellation of hotel bookings and restaurant reservations as well as to no-shows and in the event of early departure. Unless otherwise agreed, guests will incur the following costs:

General cancellation conditions: Bookings of individual hotel rooms

up to 7 days before arrival	free of charge
6 - 4 days	50% of the agreed services
0 - 3 days	100% of the agreed services

General cancellation conditions: Group bookings

Group bookings = 4 or more hotel rooms or gastronomy groups of 10 or more people:

Partial cancellation of individual participants:

max. 10% of the group participants (at least 1 room) up

to 7 days before arrival	free of charge
6 - 4 days	50% of the agreed services
0 - 3 days	100% of the agreed services

Total cancellation of the group booking

Generally:

up to 30 days before arrival	free of charge
21 - 29 days	20 % of the agreed services
14 - 20 days	40 % of the agreed services
7 - 13 days	60 % of the agreed services
0 - 6 days	80 % of the agreed services

High season/public holiday:

up to 60 days before arrival	free of charge
42 - 59 days	20 % of the agreed services
28 - 41 days	40 % of the agreed services
7 - 27 days	80 % of the agreed services
0 - 6 days	100 % of the agreed services

For gastronomic events: The confirmed number of guests shall serve as the basis for invoicing. Unless otherwise agreed, the definitive number of participants must be notified at least 7 (seven) days before the start of the event and will be charged in any case.

Definition "group participants": Number of persons per overnight stay. The maximum 10% of group participants who can be cancelled free of charge is measured on the basis of the number of cancellations per overnight stay and cannot be added up over several overnight stays.

7.2 Cancellation date and insurance

The date of receipt of the written declaration at the hotel is decisive for the calculation of the cancellation date. On Saturdays, Sundays and public holidays, the next working day is decisive. In cases of hardship, the cancellation costs are covered by a cancellation costs insurance policy, provided the guest has taken out such a policy.

7.3 Cancellations due to force majeure

In the event of force majeure such as political unrest, strikes, catastrophes, etc., the hotel may also cancel at short-term for safety reasons.

7.4 Disruptions and operational restrictions

Disruptions such as noise and/or operational restrictions do not entitle the guest to any compensation or refund.

8. Consumption/services not used

The hotel/gastronomy services definitely booked in advance, namely booked rooms, half board, meals/drinks and other services, shall be charged at 100 %, even if these services are not used by the guest on site (e.g. in the event of early departure). The same applies to consumption and services ordered on site.

9. Pets

Pets are only allowed by arrangement with the hotel.

10. Price changes

The hotel may change the published prices in the following cases:

- newly introduced or increased government charges (e.g. value added tax, visitor's tax, etc.)
- changes in exchange rates (converted according to the hotel's current rate)
- clearly explainable printing errors

11. Smoking

All hotel rooms and public areas within the hotel are smoke-free. The following zones are also considered smoke-free: the Spycher, the Kotahüs and the Mad Moose bar. If a guest nevertheless smokes in one of the above-mentioned areas, we will charge a damage fee of CHF 450.

12. Liability

The hotel is liable for damages only in cases of intent or gross negligence. Liability for property brought in by the guest is excluded to the extent permitted by law. Claims must be made in writing to the hotel immediately, but no later than 14 days after departure, otherwise they shall be deemed forfeited.

The guest is liable for damage to the hotel room caused by the guest's fault. The Hotel Alpenhof accepts no liability for items that are the property of the guest.

13. Data protection

The hotel undertakes to comply with the applicable data protection legislation in the handling and processing of all guest data and guest usage data. Guest data will only be used to maximise operational security or in the interests of sales promotion, product design, crime prevention, collection of key economic data and statistics and invoicing.

14. Applicable law and place of jurisdiction

All contracts concluded with the hotel (Alpenhof Unterbäch AG) under these General Terms and Conditions shall be governed exclusively by Swiss law. The parties agree that Sion/Switzerland shall be the exclusive place of jurisdiction.