

# Bettmeralp

...the better alp.



Booking Terms Bettmeralp Tourism



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## Booking Terms – Bettmeralp Tourism

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## 1. Contract conclusion and services

The contract between the guest and Bettmeralp Tourism (BT) is concluded with the unconditional reservation confirmation. The present booking terms apply to all travel participants. The services arise from the description of services in the brochure or on the internet and the confirmation. The number of persons specified in the contract must be respected in any case (otherwise the contract can be dissolved without compensation).

## 2. Prices

The prices listed in Swiss francs in the contract are binding. A price adjustment is possible up to three weeks before the start of a package in cases in which surcharges, levies, or taxes are introduced or increased or transportation costs are increased.

## 3. Terms of payment

The following terms of payment apply:

### 3.1. Payment

When booking up to 3 months before departure, 60 days net. When booking up to 2 months before departure, 30 days net.

For payments from abroad, the invoice amount can be transferred in euros at the current exchange rate. If there is a fairly large difference (approx. CHF 20.00 or more) between the invoice amount and the payment received, BT reserves the right to settle the difference on the guest's arrival.

### 3.2. Short-term bookings: 30 or fewer days before the start of a package

The total amount is to be paid upon receipt of the reservation confirmation.

### 3.3. Bank details

Raiffeisenbank Aletsch, 3992 Bettmeralp, Switzerland  
Account No. 1580.01, Bank routing number 8049  
IBAN CH228049 2000 0001 5800 1  
Swift-Code RAIFCH22

### 3.4. Late payment

If payment is not made in timely fashion, Bettmeralp Tourism as the broker can withhold the service, cancel the contract and demand payment of cancellation costs as specified in No. 4.

## 4. Changes and cancellation (annulment) of the contract by the guest

Should you cancel the package deal 60 days before the reserved date for reasons not covered by the cancellation cost protection or by an insurance policy you have taken out, you will be charged the following amounts as percentages of the package deal:

59 – 30 days: 40% of the total price of the package deal  
29 – 21 days: 60% of the total price of the package deal  
20 – 8 days: 80% of the total price of the package deal  
7 – 0 days and no-shows: 100% of the total price of the package deal

The receipt of the notification is definitive; in the case of Saturdays, Sundays or holidays the next working day is definitive. In the case of annulments the reason for the cancellation must be reported to Bettmeralp Tourism in writing – by registered letter if possible.

### 4.1. Annulment cost insurance PLUS

It is recommended that guests purchase from Bettmeralp Tourism the annulment cost insurance PLUS by ELVIA. This insurance covers the costs prior to departure and during your stay in the case of:

- illness, accident, death and pregnancy
- severe damage to property at home
- delay and failure of the means of transportation during the journey to the destination
- risks at the travel destination
- strikes and natural catastrophes
- unemployment or re-commencement of work

**Important:** The insurance must be purchased within 8 days of the issuance of the definitive reservation confirmation.

You can request further information about this insurance from Bettmeralp Tourism.

A processing fee of CHF 100.00 in the case of rebooking or annulment will be charged in any case (this is not covered by the ELVIA annulment cost insurance PLUS).

#### **4.2. Substitute person**

If the guest cannot make use of the reserved package deal, but is able to designate a substitute, no additional costs will be incurred.

#### **4.3. Obligations in the case of damages**

In order to claim the services of ELVIA, the person entitled to file claims upon the occurrence of the insured event must annul the reserved trip through Bettmeralp Tourism without delay and then report the case of damage to ELVIA in writing.

#### **5. Force majeure**

In vacation travel extreme events can occur at any time which are beyond the control of Bettmeralp Tourism. If we are prevented from carrying out our broker activity by force majeure, environmental catastrophes or the destructive forces of nature, we are entitled to cancel the reservation without compensation for damages. If other reasons that are likewise beyond our control prevent us from providing service, we can either rebook you into another hotel or cancel the reservation if necessary. If you do not make use of the service for the aforementioned reasons, you will be refunded the amount you have already paid and will waive any further claims. Failure to provide service caused by force majeure is partially covered by ELVIA annulment cost insurance PLUS.

#### **6. Liability**

Bettmeralp Tourism is liable for processing the reservation properly on location. However, Bettmeralp Tourism is not responsible for unforeseeable conditions beyond its control, such as:

- failures and/or malfunctions in the water and/or power supply and facilities such as heating, elevators, wellness facilities, etc.
- reduction in the rental value due to environmental damage, temporary increases in noise emissions such as those from building sites, parties, etc.
- Each participant is responsible for his or her own personal insurance protection (in particular accident and health insurance, property and baggage damage as well as loss of baggage). The organizers refuse any liability whatsoever.

Guests are fully responsible for payment of damages provably caused by said guests during their stay. Any damage must be reported to the owner or his/her representative before departure.

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

Guests themselves are responsible for traveling to their destinations. In the case of late arrival due to malfunctions and disruptions in public as well as private transport (including trains and planes), etc. as well as for personal reasons, no refund will be given. The entire amount is due even in the case of early departure.

Late arrival or early departure can be partially covered by the ELVIA annulment insurance PLUS.

#### **8. Complaints**

Should defects be present upon occupying the property or appear later, or should you suffer damage or have other reasons for complaints, the lessor must be notified without delay. The lessor will make every effort to remedy the situation appropriately.

#### **9. Statutory limitation period**

Claims for compensation for damages against Bettmeralp Tourism, no matter for what reason, expire within one year.

Furthermore, Swiss law applies.

Betten/Bettmeralp (Switzerland) is agreed as the sole court of jurisdiction.