

FEEL FREE

Booking Terms Aletsch Arena AG



Aletsch Arena AG
+41 27 928 58 58 | info@aletscharena.ch | aletscharena.ch

Grösster Gletscher der Alpen

Booking Terms – Aletsch Arena AG

1. Contract conclusion and services	3
2. Prices	3
3. Terms of payment	3
3.1. Bookings up to 90 days prior to arrival	3
3.2. Bookings between 90 and 30 days prior to arrival	3
3.3. Last-minute bookings 30 days or less prior to arrival	3
3.4. Payments from abroad	3
3.5. Bank details	3
3.6. Late payment	3
4. Changes and cancellation (annulment) of the contract by the guest	3
4.1. Annulment cost insurance PLUS	3
4.2. Substitute person	4
4.3. Obligations in the case of damages	4
5. Force majeure	4
6. Liability	4
7. Late arrival, early departure	4
8. Complaints	4
9. Statutory limitation period	4

November 2016

1. Contract conclusion and services

The contract between the guest and Aletsch Arena AG 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. Bookings up to 90 days prior to arrival

The package price is payable up to 60 days prior to arrival.

3.2. Bookings between 90 and 30 days prior to arrival

The package price is payable net within 30 days of receipt of invoice.

3.3. Last-minute bookings 30 days or less prior to arrival

The package price must be paid immediately upon receipt of the booking confirmation.

3.4. Payments from abroad

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, Aletsch Arena AG reserves the right to settle the difference on the guest's arrival.

3.5. Bank details

Raiffeisenbank Aletsch-Goms, 3998 Reckingen

IBAN: CH33 8053 9000 0083 9123 8

SWIFT/ BIC: RAIFFCH22539

Bankclearing: 80539

3.6. Late payment

If payment is not made in timely fashion, Aletsch Arena AG 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 Aletsch Arena AG in writing – by registered letter if possible.

4.1. Annulment cost insurance PLUS

It is recommended that guests purchase the ELVIA PLUS cancellation costs insurance from Aletsch Arena AG. The cancellation costs insurance can be requested via the following link:
www.aletscharena.ch/allianz-en

This insurance covers the costs prior to arrival and during your stay in the event of:

- Serious illness, accident, death and pregnancy complications
- Damage to property at your place of residence
- Delay and/or failure of the means of transport during your outward journey
- Hazards at your travel destination or strikes
- Unemployment or unexpected commencement of a new job

Important information: Insurance cover will commence on the day that the insurance policy is issued and terminate at the end of the rental, course or seminar. You can find out more about this insurance via the link above. A processing fee of CHF 100 will be charged for all cancellations or changes to bookings (this is not covered by the ELVIA PLUS cancellation costs insurance).

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 Aletsch Arena AG 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 Aletsch Arena AG. 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

Aletsch Arena AG is liable for processing the reservation properly on location. However, Aletsch Arena AG 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 Aletsch Arena AG, no matter for what reason, expire within one year.

Furthermore, Swiss law applies.

Brig (Switzerland) is agreed as the sole court of jurisdiction.