General terms of contract
Hotel Alpenrose, Zermatt, Switzerland

1. Conclusion of the contract
The contract between yourself as the guest and Hotel Alpenrose shall come into force with the written confirmation of the reservation, irrespective of whether this has been sent by letter or e-mail.
The services provided are based on the description contained in our confirmation, the brochure or our Website.

2. Prices
The prices quoted in Swiss francs (CHF) shall be binding.

3. Terms of payment
Deposit: The deposit must be paid within 30 days from the date of the reservation, except where you have given us your Visa or Mastercard number with the expiry date as a guarantee. If you give your credit card details, your account will not be immediately debited, but rather the details will be retained only for the event of a cancellation as set out in section 4.

Bank address: WKB, Bahnhofstrasse, 3920 Zermatt, Switzerland
Account holder: D. Guntern, Hotel Alpenrose, 3920 Zermatt, Switzerland
Account number.:102.638.32.05 Clearing number : 765
BIC: BCVSCH2LXXX IBAN : CH28 0076 5001 0263 8320 5

If payment is not made within the deadline, the hotel shall be entitled to cancel the contract and to demand the cancellation fee in accordance with section 4.
Final settlement: The cost of the entire stay must be paid on the day of departure at the latest.

4. Changes and cancellations
If you withdraw from the booked reservation, the following cancellation charges shall become due:
- Cancellation up to 30 days before the planned arrival date: no cancellation charge (stay Dec - Apr)
- Cancellation up to 8 days days before the planned arrival date: no cancellation charge (stay Mai - Nov)
- Later cancellation: The price of the entire booked period shall be payable. Any days that the room will be reserved again by other clients will be withdrawn from the invoice.
- Delayed arrival or early departure: The full room price shall be payable

The applicable date for the charge shall be the receipt of the written cancellation at the hotel.

We recommend that you take out a travel cancellation insurance for the total travel costs so that you will be able to claim the costs.

If you are unable to come but name another person coming in your place, no extra costs shall be incurred.

If, due to the hotel's fault, the accommodation was not to be available for occupation at the time for which it was reserved, then the hotel shall pay for accommodation of at least equal value, for as long as the room is not available.

5. Complaints
Should you find any defects, please inform the hotel about these without delay so that they can be remedied as quickly as possible.

In all other respects, Swiss law shall apply. The place of jurisdiction shall be 3930 Visp – Switzerland.

Hotel Alpenrose, Danielle Guntern, Oberdorfstrasse 79, P.O.Box, 3920 Zermatt, Switzerland
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