

## General Terms and Conditions

### 1. Conclusion of contract

The conclusion of contract is governed by the provisions of the Swiss Code of Obligations. A reservation is considered as confirmed once a deposit or credit card guarantee is received. We reserve the right to charge cancellation costs to the credit card provided to us by way of guarantee.

### 2. Price and Payment Methods

The prices are those agreed in the conclusion of contract or stated on the underlying price list. Our prices are in Swiss francs (CHF), and include service and VAT. Unless otherwise agreed meals are not included in the room rates except breakfast. We accept the following means of payment: American Express, Mastercard, Visa, Maestro, Postcard and cash. We ask for your understanding if personal checks are not accepted. Banking details are as follows:

#### Arosa Kulm Hotel AG

**IBAN:** CH09 0077 4110 0217 3280 0

**Bank:** Graubündner Kantonalbank, CH-7001 Chur

**BIC/SWIFT-Code:** GRKBCH2270A

### 3. Rooms / Cancellations

#### Check-in/check-out

Your room will be available from 3 pm on the day of your arrival. Check-out time is at 12 noon on the day of departure. Early Check-In and Late Check-Out on request.

#### Cancellations

Cancellation must be made in writing (letter, fax, e-mail). If the room cannot be sold to a third party, the following charges for services booked will be debited to the party cancelling the reservation:

#### Winter Season 2021/22

Up to 7 days before arrival	0%
Up to 5 days before arrival	50%
Less than 5 days before arrival	100%

#### High season, Christmas and New Year 2021/22

Up to 30 days before arrival	0%
Up to 15 days before arrival	50%
Less than 15 days before arrival	100%

#### **4. Liability of the Hotel**

The Hotel is liable for all items brought onto the premises by guests in accordance with statutory provisions. Liability for minor negligence is expressly excluded. Should a guest come to harm or be dissatisfied with the Hotel's services, he is to notify the Hotel immediately; otherwise he will be no longer be able to assert any rights. Should the Hotel fail to provide the agreed number of hotel rooms, it is liable to the customer for the losses incurred, provided such losses can be demonstrated. Should the Hotel be unable to provide the reserved rooms on the guest's arrival, it will arrange equivalent alternative accommodation in another hotel and pay for all additional costs such as transport, accommodation, etc., over and above the original prices as contracted. As a matter of principle all claims against the Hotel become statute-barred within six months of the guest's departure, providing the mandatory statutory provisions do not specify longer periods.

#### **5. Final provisions**

Any amendments or additions to the contract or the reservation confirmation are to be made in writing whenever possible. Unilateral amendments or additions are null and void. In signing the contract/reservation confirmation or in unilaterally confirming a booking, you accept the General Terms & Conditions. This contract is subject to Swiss law exclusively. Canton Graubünden / Switzerland is agreed as the exclusive place of jurisdiction by the contracting parties.

**October 2021**

All the documents published before this date are invalid.