

General terms and conditions of business – FIT

These General Terms and Conditions (GTC) apply to all services offered by Grimselhotels.

General remarks

Grimselhotels is a legally subordinate department of Kraftwerke Oberhasli AG.

These general terms and conditions of business apply to all contracts concluded with Grimselhotels (Hotel and Nature Resort Handeck, Historic Alpine Hotel Grimsel Hospiz and Restaurant and Mountain Lodge Oberaar).

Agreements that differ from these general terms and conditions of business must be in written form and signed by all involved parties.

You will find indications about the data gathering of your personal information and for what purpose in our privacy statements. The detailed privacy statements are on our website www.grimselwelt.ch.

Reservation and confirmation

As soon as a confirmation of the reservation is issued by the Grimselhotels, the reservation is considered accepted and definite.

Unless otherwise agreed, booked rooms are available to the customer from 15 pm. on the day of arrival. On the agreed day of departure, check-out is at 11 am. at the latest.

In case of early departure, guests are not entitled to get a refund of pre-booked services.

Provisional reservations are valid up to the option date. After the option date, Grimselhotels have the right to let reserved rooms or facilities to other customers without prior notification.

A deposit may be required if a reservation exceeds the amount of CHF 1'000.00.

Payment terms

All invoices shall be paid on your day of departure, either in cash or by credit card. We accept the following modes of payment: cash, Postcard, VISA, Eurocard (MasterCard), EC-Direct as well as REKA Checks and Card. Payment with personal cheque is not accepted.

Upon prior written consent, invoices exceeding CHF 300.00 may be issued. These invoices are payable within 10 days upon receipt of the invoice without any deduction.

Cancellation policy

Up to 96 hours prior to check in, the customer can cancel the booking (of accommodation) in written form without initiating any claims for payment or damages by the hotel. Cancellation issued later than 96 hours prior to arrival will be fully charged. An invoice will be sent to the customer.

Departure

The hotel room has to be cleaned until 11 am. Possible further claims for compensation damages by the hotel are reserved.

Prices

Offers remain valid for a period of 90 days from the date of issue. After this time, prices may be subject to change without prior notice.

All Grimselhotels prices are quoted strictly net and include VAT, any other taxes are excluded. Prices in euro are intended solely as a guide and are governed by the exchange rate applicable at the time the service is rendered.

Our group prices apply from a minimum number of 10 adults. During high season and weekend the regular prices will be charged for groups.

If the group consists of less than 10 persons on the day of arrival, the normal room prices as per the current price list will be charged.

A banquet is deemed a group of at least 10 persons, all eating the same menu.

Hospiz winter operation

Should access from Innertkirchen to the Grimsel Hospiz be impossible due to weather-related reasons, the guest will not be charged for booked services.

If there is a chance that the arrival may be impossible, the Grimselhotels will inform each guest by telephone 24 hours before the time of arrival. If the guest cannot be contacted to prevent them from travelling, they are not entitled to claim compensation. Should it be impossible to guarantee a safe departure, the guest must be prepared for an extended stay. In this case, the accommodation costs including breakfast will be covered by Grimselhotels. All other food, drink and services will be charged at their own expenses.

Arrival and departure times specified by the Grimselhotels have to be strictly followed. In case of non-adherence, Grimselhotels reserve the right to claim for compensation.

Good footwear, appropriate winter clothing and light personal luggage are recommended when arriving and departing. The path is unsuitable for wheelchairs or disabled individuals.

For safety reasons, guests are not allowed to go beyond the marked Grimsel Hospiz guest perimeter on the Nollen.

The hotel is situated in the perimeter of nature reserve. The operating permit from the canton regarding to the ski tours and snowshoe tours includes the following points:

- Individual arrival and departure is not permitted (paragraph 3.4.4). The journey has to be accompanied by an employee from the Kraftwerke Oberhasli AG.
- The transportation of the guests is with a cable car and through the underground tunnel (paragraph 3.4.5).
- The KWO is not allowed to transport any skiers and their ski touring equipment with the cable car.
- It is forbidden to offer any services, which would result in a deviation of the official ski-routes.

Liability

Kraftwerke Oberhasli AG takes no liability for personal belongings deposited by guests outside their locked guest rooms. Items of property deposited in a locked guest room are covered by the liability provisions stipulated in Art. 487 and 489 of the Law of Obligations or Art. 488 and 489 of the Law of Obligations in respect of valuables.

Place of jurisdiction

Contracts concluded and business relationships entered into with Kraftwerke Oberhasli AG are governed by the provisions of Swiss law. The place of jurisdiction is 3600 Thun.