



Terms and Conditions Hotel Derby Grindelwald

General Terms of Business for online reservations

1. General Terms of Business

These General Terms of Business apply to your booking through this Hotel Reservation System. For special requests like conferences, events and group bookings, we recommend to enter directly in contact with us by telephone or email.

2. Reservation

Each hotel reservation, through this internet based booking system, is directly made with the hotel without any agent.

3. Contract for accommodation and payment

a) The accommodation contract comes into effect at the time of booking directly between yourself and our hotel. You pay the confirmed room rate directly at the hotel. All rights and obligations arising from the ensuing accommodation contract exist directly and exclusively between the booking party and our hotel.

b) The room will be reserved immediately at the time of booking. No confirmation is required for the booking to be effective. Confirmation of the reservation will automatically be sent to the customer by email. However, the hotel does not have a technically fool proof method for checking that the confirmation of a reservation sent by email arrives at the given address. Please note this booking is still effective even if confirmation email is not received.

4. Type of reservation

The guaranteed reservation will be held by the hotel during the whole night, regardless of the arrival time. Please note that our reception desk is occupied until 11 p.m., we kindly ask you to inform us if your arrival will be later than this time. For non-arrival or in case of a late cancellation the guest will remain liable for payment!

5. Cancellations & Modifications

a) Modification of the internet based reservation: In order to avoid any misunderstandings, all changes should always be made by telephone, email or by facsimile to the hotel. The information about changes is legally effective only when it reaches the hotel.

b) Cancellation of the internet based reservation: cancellation is legally effective only if the customer gives notice on time in writing a facsimile or a letter and shall bear the customer's valid signature. Cancellation is only valid when it is acknowledged by the Hotel.

In any case of modification or cancellation the hotel may charge a fee for inconveniences on your credit card. The cancellation policies are indicated below and on your confirmation:

Standard rate:

Winter (December until March)

Up to 7 days prior arrival: free of charge

6-2 days prior to arrival: 50 %

1-0 days prior to arrival/No-Show: 100%

Christmas/New Year (21.12.-6.1.):

14 days prior arrival: free of charge

13-3 days prior to arrival: 50 %

2-0 days prior to arrival/No-Show: 100 %

Summer (April until October Oktober):

Up to 2 days prior to arrival: free of charge

1-0 days prior to arrival: 80 % of the first night

No-Show: 100%



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Early rate (all year round):

100% prepayment of the stay at the time of reservation (will be charged on the given credit card). No refund in case of cancellation or rebooking.

Packages:

If no other conditions mentioned in the package rate, the cancellation policy of the standard rate applies.

Groups (from 10 rooms on):

The reservation and cancellation policy mentioned in the offer and the confirmation will apply.

Advanced check-out

In case of an advanced check-out before the reserved departure date the hotel reserves the right to charge up to 100% of the booked arrangement.

We recommend you to effect a travel- and cancellation insurance which would cover the fees in case of accident, illness or death. Please consult your health fund or insurance agent.

6. Contractually agreed room-rates

The binding room rates offered are guaranteed for each reservation made. Normally prices include service charges and the statutory rate of value added tax. In some cases the amount of taxes is subject to change and can only be indicated approximately.

7. Privacy Policy

All data submitted by the client are processed electronically. The hotel will process and use personal information provided by the customer only to the extent such information is required for the stated reasons for the procured services.

8. Miscellaneous

Every care has been taken in the compilation of this information. No liability can be accepted for any errors in the processing or transmission of data. The transfer, wholly or in part, of data into another media, or use for purposes other than those provided here, is only allowed with the express permission of the hotel.

The place of performance and jurisdiction shall be the domicile of the hotel.