

## General Terms and Conditions of Business; Information Schweizerhof Flims Waldhaus AG

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Dear Guests,  
Thank you for choosing Hotel Schweizerhof Flims Waldhaus AG.

To avoid any misunderstandings, we would like to take this opportunity of informing you of our terms and conditions of business as follows (subject to general changes):

### Room reservation and arrival/departure

Room reservations are usually binding on both parties upon signature and punctual return of your confirmation. This also applies to verbal and e-mail reservations. The rooms will be ready from 15.00 hrs. on the date of arrival. Please vacate the rooms by 11.00 hrs. on the date of departure.

### Guarantee

We reserve the right to record your credit card information (credit card and security number) for telephone and Internet bookings, in order to guarantee the booking. We also request payment of a deposit of 50% of the package price, or 50% of the menu price for the number of guests booked for functions, by 18 days prior to the arrival date.

### Group reservations

**(applicable to reservations of five rooms or more)**

#### Cancellation 90 days or more prior to arrival

No charge

#### Cancellation between 89 and 60 days prior to arrival

30% of the package price, based on bed and breakfast, if we do not sell the rooms.

#### Cancellation between 59 and 30 days prior to arrival

50% of the package price, based on bed and breakfast.

#### Cancellation 29 days or less prior to arrival

90% of the package price, based on bed and breakfast.

The above cancellation charges will apply to reductions in the number of guests booked.

This stipulation will only be enforced if we are unable to relet the room(s). It will also apply in the event of later arrival or earlier departure.

### Cancellation of functions and events

#### Cancellation 28 days or more prior to the event:

No charge

#### Cancellation between 27 and 11 days prior to the event:

30% of the menu price (excluding beverages) for the number of guests booked.

#### Cancellation between 10 and 0 days prior to the event:

100% of the menu price (excluding beverages) for the number of guests booked.

**Final number of guests:** We require notification of the final number of guests attending an event at least 48 hours in advance.

### Cancellation insurance

We strongly recommend that you take out cancellation insurance. This is usually offered by all insurance or credit card companies.

### Credit cards

We accept the following credit cards: Visa, Eurocard, Mastercard, American Express and Diners Club). You are also welcome to pay in cash, by EC-Direct, EC Maestro or "Postcard".

### Bank account details

Our bank account details are as follows:

Graubündner Kantonalbank

7002 Chur

Tel. no. Flims: +41 81 920 96 96

IBAN: CH36 0077 4110 2726 6530 0

Swift: GRKBCH2270A

### Euro/Swiss Franc exchange rate

The Swiss Franc/Euro exchange rate depends on the exchange rate for the day. All the euro prices quoted in the price lists are intended as a guide and are not binding.

Flims, November 2009