

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

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

Your room reservation is usually binding on both parties upon signature and punctual return of your confirmation. This also applies to verbal and e-mail reservations. Your room will be ready from 15.00 hrs. on the date of arrival. Please vacate the room 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 request payment of a deposit of 50% of the package price by 18 days prior to your arrival date if your booking includes New Year's Eve.

Cancellation of the room reservation / "no show"

Cancellation 18 days or more prior to arrival:
No charge

Cancellation between 17 and 8 days prior to arrival:

50% of the package price, based on bed and breakfast, for up to a maximum of five nights if we do not sell the room.

Cancellation between 7 and 0 days prior to arrival:

100% of the package price, based on bed and breakfast, for the entire stay, if we do not sell the room.

Cancellation insurance

We strongly recommend that you take out private cancellation insurance (e.g. from ETI). All insurance or credit card companies usually offer travel cancellation insurance.

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 and weekly packages quoted in the price lists are intended as a guide and are not binding.

Flims, November 2009