

GTS GENERAL TERMS AND CONDITIONS OF WALDHOTEL DAVOS AG, DAVOS

1. Basics

These general terms and conditions regulate the legal relationship between the guest / customer and the Waldhotel Davos, Davos (hereinafter referred to as WHD). The basis is the reservation / order confirmation or the offer signed by the guest for confirmation.

2. Reservation and confirmation

Reservations are confirmed to the guest in writing by email or post. With the confirmation of the WHD, reservations are binding for the guest, at the same time he accepts the present general terms and conditions (GTS). Changes to confirmations are always made in writing on both sides. Cancellations and / or changes must be communicated to the WHD in writing as early as possible.

3. Premises / rooms

The rooms and equipment listed in the reservation confirmation are provided to the guest in proper condition for the desired duration. The guest must exercise all care when using the premises and their equipment. The guest is obliged to be considerate of other guests. If the guest does not make a complaint when the rooms are taken over, the premises including the furnishings are considered to be perfectly taken over. Subsequent complaints cannot be made.

Smoking is not permitted in all guest rooms and all public areas. Smoking is allowed on the room balconies (with consideration for the neighboring rooms). In the case of illegal smoking in the room, the guest can be charged a corresponding cleaning fee even after departure.

4. Number of guests / accompanying pets

The rooms are prepared according to the reservation confirmation. Changes in the number of participants must be reported no later than 12 noon on the day before arrival. Changes in the number of people per room can affect the room price.

Only dogs are accepted as pets in the WHD. An additional fee for dogs has to be paid. Dogs must be registered when making the reservation. Staying with dogs is not possible in all hotel rooms.

5. Prices / services included

The prices communicated by the WHD are in Swiss Francs (CHF) and include the VAT, but not the local guest and sports tax.

Breakfast is included in the room rate. The WHD does not grant a reduction on breakfast not consumed.

Use of the wellness area (excluding massage) is included in the room price. The non-use of the wellness area (also due to technical defects in the wellness area) does not result in a price reduction.

6. Terms of payment / means of payment

All costs listed in the reservation confirmation are decisive. The total amount includes all services used. In the case of an individual trip, payment is generally made on departure by credit card or cash.

Diners Club, Mastercard, Visa, Maestro and cash are accepted as methods of payment. Checks are not accepted. The following account is available as a bank account:

Bank: CREDIT SUISSE (SCHWEIZ) AG
Account holder: Waldhotel Davos AG, 7270 Davos Platz
Account number: 855859-71-1
IBAN: CH51 0483 5085 5859 7100 1
Clearing number: 4835
SWIFT: CRESCHZZ80A
Currency: CHF (Swiss Franc)

7. Guaranteed room reservation

A reservation must be guaranteed up to 7 days before arrival with a valid credit card or bank deposit. This means that the reservation is retained all night even if you arrive after 6 p.m. Room reservations made less than 7 days before arrival must be guaranteed immediately with a credit card.

Guarantees for a room reservation are:

- • Credit card (Visa, Diners Card, Mastercard)
- • Prepayment bank transfer

8. Cancellation conditions for individual bookings

Cancellations and / or changes must be notified to the WHD in writing up to 7 days before arrival. For bookings from December 24th to January 6th, a cancellation period of 14 days before arrival applies.

Early departure

If the guest leaves prematurely, the WHD is entitled to invoice 100% of the total booked services.

9. Room handover / return

Room handover

Booked rooms are available to the guest from 3 p.m. on the agreed arrival date. The guest is not entitled to early occupancy.

If the arrival does not take place until 10 p.m., the WHD needs to be informed by the guest by 6 p.m. so that the key handover can be arranged.

Room return

On the agreed day of departure, the rooms must be vacated and made available to the WHD no later than 12 noon. Thereafter, the WHD can charge 50% of the room price from 1:00 p.m. due to the delay in vacating the room for use beyond the contract, and 100% from 6:00 p.m.

10. Non-availability of rooms

If, due to unforeseen reasons, no equivalent room as reserved is available on arrival, the guest will be accommodated in a room of the next higher category. In the event that no room is available in the hotel, the WHD will arrange for at least equivalent accommodation in another hotel.

11. Costs in case of no show

In the event of a short-term cancellation after the cancellation deadline (see point 8), 100% of the total amount of a one-night stay can be charged.

12. Booking made via tour operators

For bookings made via a tour operator, the terms and conditions of the specific tour operator apply.

13. Group Bookings

Groups are bookings with a minimum number of 10 rooms.

a) Room list

The WHD requires the final room list, the passport details of each guest (number, validity and date of birth) no later than 7 days before the day of arrival.

b) Group Payment policy

80% of the booked services are due 45 days before arrival, the remaining 20% is due 14 days before arrival.

c) Group cancellation policy

Group reservations are subject to the following cancellation deadlines, the customer guarantees full payment of the invoice.

- There are no cancellation fees up to 45 days before arrival.
- 44 to 14 days before arrival: 20% of the booked nights can be canceled free of charge.
- from 13 days before arrival incl. 100% cancellation fees apply for no-shows.

These cancellation policies also apply to additional rooms booked for the original contingent.

In the case of a group reservation, 10% of the rooms can be canceled up to 72 hours before arrival if they are definitely carried out. In the event of an excess of 10% or complete cancellation, the above cancellation conditions apply.

For short-term group bookings within 14 days before arrival, the deposit is canceled and the full amount of the booking is due immediately after confirmation of the booking. The deposit can be paid by credit card or bank transfer.

Early departure

If one or more guests of the group leave prematurely, the WHD is entitled to invoice 100% of the total booked services.

14. Liability / Duty of care

The guest must use the hotel room with the greatest care. The guest or the company must pay for any damage to property. The WHD disclaims any liability for theft, etc. and in relation to third-party services.

15. Applicable Law and Jurisdiction

Disputes are subject exclusively to Swiss law. The place of jurisdiction for the assessment of disputes is Davos / Graubünden.