



General Terms and Conditions of the Faulhorn Mountain Hotel

1. Scope

The General Terms and Conditions (GTCs) apply to all reservation enquiries and reservations at the Faulhorn Mountain Hotel (hereinafter referred to as "Faulhorn AG"). They are based on the GTCs of the Swiss Alpine Club (SAC) huts.

2. Accommodation contract and reservation

- 2.1. The accommodation contract is concluded directly and exclusively between the person making the booking (the guest) and Faulhorn AG.
- 2.2. Overnight stays should be booked in advance as a matter of principle; this guarantees that guests will get a bed and makes planning easier for the Faulhorn AG team.
- 2.3. Reservations for one to 12 people should be made by telephone as a minimum, and reservations for 13 or more people should preferably be made in writing. Reservations become binding for both parties when confirmed verbally or in writing. The General Terms and Conditions (GTCs) enter into force upon every type of confirmation.
- 2.4. Double reservations and booking of alternative dates are not permitted. In the event of a breach of these rules, the full cost of the overnight stays for which the guest does not show up will be charged.

3. Advance payment

- 3.1. To secure the reservation, Faulhorn AG is entitled to request advance payment up to the amount of the reserved service. The advance payment must be received by the agreed date, or else the reservation will be cancelled. Refunds will only be issued if the guest withdraws from the contract by the stipulated deadline, in accordance with the cancellation conditions.



4. Cancellation conditions

- 4.1. Cancellations and postponements of reservations for one to 10 persons in the event of very bad weather conditions must be made by telephone no later than 10 a.m. two days before the booked overnight stay and confirmed by Faulhorn AG.
- 4.2. For groups of 11 or more people, cancellations, postponements and changes to the number of persons must be made by telephone no later than 10 a.m. three days before the booked overnight stay and confirmed by Faulhorn AG.
- 4.3. If it is informed of cancellations or postponements too late or not at all, Faulhorn AG is entitled to charge the following compensation per person:
- | | |
|--------------|-----------|
| Dormitory | CHF 30.00 |
| Private room | CHF 50.00 |

5. Prices and payment

All prices are quoted in Swiss francs (CHF) and include value-added tax (VAT). Prices are subject to change.

6. Disclaimer

All information given in writing and verbally by Faulhorn AG (e.g. about hiking conditions, the avalanche and weather situation, route information, etc.) is provided with the utmost care and to the best of its knowledge and belief. Despite this, Faulhorn AG can accept no responsibility for such information. All decisions regarding hikes, route choices, etc. are the responsibility of the guest. Any liability on the part of Faulhorn AG for any type of damage or injury suffered by the guest from the use of this information and advice is excluded.

7. Severability

If a provision of these GTC is or becomes invalid, the remaining provisions will not be affected by this. In such cases, the contracting parties undertake to replace the invalid provision with a provision that serves the originally intended commercial purpose of the invalid provision as closely as possible.

8. Applicable law and place of jurisdiction

The contractual relationship between the guest and Faulhorn AG is governed by Swiss law. The place of jurisdiction is Interlaken.