

General terms and conditions of business (GTC)

Groups of more than 10 people

General remarks

Grimselhotels is a legally subordinate department of Kraftwerke Oberhasli AG.

These general terms and conditions of business apply to all contracts concluded with Grimselhotels (Hotel and Nature Resort Handeck, Historic Alpine Hotel Grimsel Hospiz and Restaurant and Mountain Hut Oberaar).

Agreements that differ from these general terms and conditions of business must be in written form and signed by all involved parties.

Reservation and confirmation

Provisional reservations are valid up to the option date. Offers remain valid for a period of 14 days from the date of issue. After the option date, Grimselhotels have the right to let reserved rooms or facilities to other customers without prior notification.

As soon as a confirmation of the reservation is issued by the Grimselhotels, the reservation is considered accepted and definite.

Arrival and Departure

Unless otherwise agreed, booked rooms are available to the customer from 3 p.m. on the day of arrival. The hotel room has to be vacated by 11 a.m. Possible further claims for compensation for damages by the hotel are reserved.

In case of early departure, guests are not entitled to get a refund of pre-booked services that they are unable to utilise.

Prices

After the option has expired, prices may be subject to change without prior notice.

All Grimselhotels prices are quoted strictly net and include VAT, any other taxes are excluded. Prices in Euro are intended solely as a guide and are governed by the exchange rate applicable at the time the service is rendered.

Our group prices apply from a minimum number of 10 adults. During high season and weekends the regular prices will apply for groups. If the group consists of less than 10 persons on the day of arrival the FIT rates will be charged.

A banquet is deemed to be a group of at least 10 people. The same menu will be served to all participants.

Payment terms

All invoices shall be paid on your day of departure, either in cash or by credit card. Accepted means of payment are cash, Postcard, VISA, Eurocard (MasterCard), EC-Direct as well as REKA Checks and Card.

Non-Swiss groups must advise a valid credit card as reservation guarantee. All invoices of non-Swiss groups have to be paid in advance or at least by the time of their departure.

A deposit may be required if a reservation exceeds the amount of CHF 2'000.00. These pro forma invoices are payable within 30 days upon receipt of the invoice without any deduction.

Cancellation

Confirmed reservations can be cancelled under the following conditions:

Groups without overnight-stay (lunch, dinner and coffee stops)

- till 21 days before arrival date Free of charge
- 20 till 7 days before arrival date Liable to pay 50% of the reservation

- 6 till 0 days before arrival date Liable to pay 100% of the reservation

The number of participants needs to be confirmed 5 weeks prior the event. Any deregistration up to 10% of the confirmed number of participants must be informed not later than 96h in advance. The confirmed number serves as basis for the invoice.

Groups with an overnight-stay

- More than 60 days prior to arrival date Free of charge
- 59 - 40 days prior to arrival date 30% of the reservation (bed and breakfast)
- 39 - 14 days prior to arrival date 50% of the reservation (bed and breakfast)
- 13 - 5 days prior to arrival date 80% of the reservation (bed and breakfast)
- Less than 96 hours prior to arrival date 100% of the reservation (all services)

The number of participants needs to be confirmed 5 weeks prior to arrival.

Hospiz winter operation

Should access from Innertkirchen to the Grimsel Hospiz be impossible due to weather-related reasons, the guest will not be charged for booked services.

If there is a chance that the arrival may be impossible, the Grimselhotels will inform each guest by telephone 24 hours before the time of arrival. If the guests cannot be contacted to prevent them from travelling, they are not entitled to claim compensation. Should it be impossible to guarantee a safe departure, the guest must be prepared for an extended stay. In this case, the accommodation costs including breakfast will be covered by Grimselhotels. All other food, drinks will be charged at their own expenses.

Arrival and departure times specified by the Grimselhotels have to be strictly followed. In case of nonadherence, Grimselhotels reserve the right to claim for compensation.

Good footwear, appropriate winter clothing and light personal luggage are recommended when arriving and departing. The path is unsuitable for wheelchairs or disabled individuals.

For safety reasons, guests are not allowed to go beyond the marked Grimsel Hospiz guest perimeter on the Nollen.

The hotel is situated in the perimeter of nature reserve. The operating permit from the canton regarding to the ski tours and snowshoe tours includes the following points:

- Individual arrival and departure is not permitted (paragraph 3.4.4). The journey has to be accompanied by an employee from the Kraftwerke Oberhasli AG.
- The transportation of the guests is with a cable car and through the underground tunnel (paragraph 3.4.5).
- The KWO is not allowed to transport skiers and their ski touring equipment with the cable car.
- It is forbidden to offer any services, which would result in a deviation of the official ski-routes

Liability

Kraftwerke Oberhasli AG takes no liability for personal belongings deposited by guests outside their locked guest rooms. Personal belongings deposited in a locked guest room are covered by the liability provisions stipulated in Art. 487 and 489 of the Law of Obligations or Art. 488 and 489 of the Law of Obligations in respect of valuables.

Place of jurisdiction

Contracts concluded and business relationships entered into with Kraftwerke Oberhasli AG are governed by the provisions of Swiss law. The place of jurisdiction is 3600 Thun.

Innertkirchen, July 2024