



**MOUNTAIN HOSTEL**  
GRINDELWALD

*Mythos Eigernordwand*

## **General Terms and conditions for the Mountain Hostel, Grindelwald**

### **1. Scope of application**

These terms and conditions apply to all legal relations between the Mountain Hostel (Heller Gastro AG), Grindelwald, and the guest application.

### **2. Conclusion of contract**

With the acceptance of the written, electronic, personal or telephone booking and the delivery of our confirmation, a contract between the guest and the Mountain Hostel is concluded. The present general terms and conditions are part of this contract. Notifications by email are considered to be in writing. Confirmations of return for the group house must be signed until 5 months before arrival date.

### **3. Booking conditions**

For all bookings which are not made via internet, the credit card details are disclosed as a guarantee or a deposit of at least 50% of the booking amount. If these conditions are not fulfilled, the Mountain Hostel may cancel the booking without notice. Clause 5 below applies to the cancellation costs. All prices are in CHF incl. VAT, excluding visitor's tax.

### **4. Price changes**

In the following cases, the Mountain Hostel can change the advertised prices:

- newly introduced or increased state taxes (e.g. value-added tax, visitor's tax etc.)
- exchange rate changes (will be converted according to the hostel daily rate)
- clearly explainable printing errors

### **5. Cancellations and changes in bookings**

#### **5.1. General conditions**

Cancellations or rebookings are only valid if they are made in writing to the Mountain Hostel.

On winter weekends a stay of 2 nights is possible, it is not possible to stay only night can be cancelled. Both nights must be paid for! The Definitely Reserved beds will be charged to the guest, incl. sick, injured & all various prevention.

The following costs will apply:

#### **Single travellers, 1 to 4 persons:**

up to 3 days free of charge, 2 days before arrival or no show 100% of invoice amount

#### **Groups 5 to 9 persons:**

until 8 days free of charge, 7 days before arrival or no show 100% of the invoice amount





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**Groups from 10 persons:**

60 days before arrival:

Until 60 days before arrival, the cancellation of the group is free of charge.

Until 60 days before arrival the approximate number of participants is to be indicated.

75% of the registered participants will be invoiced

Until 30 days before arrival:

Up to 30 days before arrival, the definitive number of participants must be indicated.

29 - 0 days before arrival:

the reserved beds will be fully charged.

In the event of money being returned to the guest, CHF 25.00 handling fee & bank charges will apply

When a group contract is concluded, a flat rate of CHF 100.00 is charged for expenses.

**5.2. Cancellation costs and insurance**

Cancellation costs can also be covered by cancellation insurance, if the guest has taken out such insurance externally.

**5.3. Cancellation in case of force majeure**

In case of force majeure such as political unrest, strikes, catastrophes etc., cancellation by Mountain Hostel for security reasons can also be made at short notice. In such cases, the guest will be refunded the amount paid in the form of a voucher.

**5.4. Disturbances and operating restrictions**

Disturbances such as noise and/or operating restrictions do not entitle the user to any compensation or reimbursement.

**6. Compensation and liability**

The Mountain Hostel is only liable for damages in cases of intentional or grossly negligent Negligence. For things brought in by the guest, the liability in the legally permissible scope. Claims must be filed immediately, at the latest 7 days after departure, in writing to the Mountain Hostel otherwise the claims shall be deemed to have expired. Theft: comes only for carrying when stealing from closed cupboards and rooms.

**7. Parking place**

The Mountain Hostel offers its guests a limited number of free parking spaces around the hostel. The Mountain Hostel is not liable for theft or damage.





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### **8. Use of the hotel rooms/group house part**

The hotel room/group house part is to be used and treated with the utmost care by the guest. It may only be used or occupied by the number of persons (including children) specified in the contract. The guest is not allowed to leave rented hotel rooms at the Mountain Hostel to third parties. The guest is liable for any damages, unless he can prove that these were caused without his fault (or the fault of other users). Damages are to be reported to Mountain Hostel immediately. The Mountain Hostel reserves the right to check the condition of the hotel rooms/group house at any time. In case of additional expenses, the Mountain Hostel reserves the right to charge for the additional work. Additional expenses that exceed the usual cleaning will be charged at a minimum of CHF 50.

The rooms and the group area are available from 4 pm on arrival day. On the day of departure the rooms must be vacated by 10 am. The use of the kitchen in the group house has to be finished by 11 am.

### **9. Credit cards**

By providing the credit card details, the guest is automatically agrees that the following costs may be debited from his account:

- Reserved beds that are not paid on the day of arrival
- No show for reserved beds
- Damage caused by the organizer and the damage caused by the organizer's guests

### **10. Activities**

Participation in activities in and organized by the Mountain Hostel as well as recommended excursions and offered courses are voluntary. The Mountain Hostel is not liable for the activities.

### **11. Advance payment**

The Mountain Hostel requires a deposit (50%) for all group bookings of 10 pax or more, and a credit card as a guarantee for room reservations. The required deposit is to be paid max. 30 days before arrival.

### **12. Privacy policy**

The Mountain Hostel undertakes to observe the applicable to observe data protection legislation when handling and processing all customer data. Customer data is only used to maximize operational safety or in the interest of sales promotion, crime prevention, collection of key economic data and statistics, and used for invoicing.

### **13. Applicable law and place of jurisdiction**

For all contracts concluded with Mountain Hostel, Heller Gastro AG in accordance with these General Terms and Conditions, Swiss law is exclusively applicable. The place of jurisdiction for all disputes is Interlaken.

