

General Terms and Conditions (GTC) of the Hotel Bernina Pontresina AG

1. Scope

These General Terms and Conditions (GTC) govern the legal relationship between you as a guest and the Hotel Bernina Pontresina AG. By booking a room or any other service of our hotel, you accept these GTC. Swiss law applies and the place of jurisdiction is Samedan GR.

2. Conclusion of contract

The contract is concluded upon receipt of the reservation confirmation signed by the guest, an e-mail with all the details of the reconfirmation form, a deposit or via an internet-based booking system (OTA) and our homepage. If the booking guest registers further guests, he is liable for the fulfilment of their obligations.

3. Arrival and Departure

- **Check-in:** from 14:00 on the day of arrival
- **Check-Out:** until 11:00 a.m. on the day of departure
- **Late check-out:** subject to availability and for an additional charge. 50% of the room price will be charged if the room is left after 11.00 a.m. and before 6.00 p.m. If the room is left after 18:00, the full room rate will be charged for an additional night.
- **Check-out Special:** Guests have the opportunity to store their luggage after check-out for a fee of CHF 8 and enjoy a refreshing shower in the spa area.

5. Bank details

Graubündner Kantonalbank (GKB), 7001 Chur

Hotel Bernina Pontresina AG

Via Maistra 207

7504 Pontresina

IBAN: CH97 0077 4010 4107 6010 0

BIC (SWIFT): GRKBCH2270A

6. Payment

The Hotel Bernina Pontresina AG accepts the following payment methods:

- Payment in cash, prepayment
- EC-Direct/Maestro
- Postcard
- Twint
- Credit cards: VISA, Mastercard, AMEX

7. Dogs

- **Behaviour:** Dogs must be kept on a lead in the hotel and are not allowed on the bed or sofa due to hygiene regulations.
- **Access:** Dogs are not permitted in the dining room.
- **Cleaning costs:** A cleaning fee of CHF 100 will be charged in the event of excessive soiling.
- **Damage:** The owner is liable for any damage caused by dogs.

8. Liability and duty of care

The hotel is only liable for damage in the event of intent or gross negligence. The hotel accepts no liability for loss of or damage to valuables. Guests are obliged to treat the hotel facilities with care and to compensate for any damage caused.

Smoking is prohibited in the entire hotel area and in the rooms. A cleaning fee of CHF 250 will be charged for non-compliance.

9. Cancellation conditions

- **Up to 14 days before arrival:** Cancellation free of charge
- **From 14 days before arrival:** 100% of the booking price will be charged
- **In the event of late arrival, early departure or no-show:** 100% of the booking price will be charged

Cancellations must be made in writing and comply with the Swiss Code of Obligations (Art. 160). We recommend that you take out travel cancellation insurance.

10. Data protection

Any data transmitted by a customer will only be passed on to the extent necessary for a booking. Data will not be passed on for other purposes. In all other respects, the statutory data protection regulations are complied with when collecting data.

11. Final provisions

Amendments or additions to these GTC must be made in writing. Should individual provisions of these GTC be or become invalid, this shall not affect the validity of the remaining provisions. In place of the invalid provision, a substitute provision shall apply which corresponds or at least comes close to the purpose of the agreement, as the parties would have agreed to achieve the same economic result if they had known of the invalidity of the provision. The same applies to the incompleteness of the provisions.

By booking a room, you accept these General Terms and Conditions.

Hotel Bernina Pontresina AG