

INTERLAKEN TOURISM BOOKING CONDITIONS

Interlaken Tourism handles hotel accommodation on behalf of the present owners or their official representative. All information concerning the hotel, as the case may be, is compiled by us with the utmost care and is regularly updated. Interlaken Tourism regrets, but declines all responsibility for any not notified changes.

Terms of payment

Interlaken Tourism will prepare an invoice/booking confirmation on behalf and for the hotel. Your credit card will be charged for the full amount of the reservation and your data will be transferred using standard SSL encryption.

Cost and extras

The price stated in the lease is binding for the rent. We reserve the right to make cost adjustments for reasons beyond our control (e.g. currency fluctuations, newly-introduced or raised taxes). In individual cases the extras mentioned are an indication only and can therefore be subject to some slight adjustments. Rented premises may not be occupied by more than the maximum number of people stated in the lease.

Cancelling the lease

Should the lessee wish to cancel the contract the following conditions apply: Up to 48 hours before arrival, there is no cancellation charge. Cancellations made later than 48 hours prior to arrival will be charged in accordance with the actual hotel's cancellation policy. Interlaken Tourism has details of a cancellation insurance policy.

Complaints

The information contained in the system has been carefully and conscientiously collected. If, however, shortcomings should be detected, in so far as the fault cannot be remedied on the spot, Interlaken Tourism should be notified without delay by telephone or fax (phone 033 826 53 01, fax 033 826 53 75) so that all necessary steps may be taken to rectify the situation or to make equivalent accommodation available. Should the holiday guest not claim his reserved accommodation or an equivalent alternative proposed by ourselves, no refund will be made by us. Likewise, we disclaim any responsibility in such cases. Guests attention is expressly drawn to the fact that only complaints or eventual claims received within 72 hours of taking possession of the service can be considered. In addition these claims must be notified in writing to Interlaken Tourism within 10 days of the end of your stay, otherwise any claim for damages is forfeited. Claims for damages cannot exceed the rental price. If no agreement can be reached the **Interlaken, Switzerland, Jurisdiction** is valid.

Acts of God

Extreme cases can always occur in the tourist trade. If an Act of God, environmental catastrophe or natural disaster should hinder our handling service we are entitled to cancel reservations without compensation. If we are prevented by other forces, equally beyond our control, from fulfilling the booking we can transfer you to another hotel or, where necessary, to cancel the reservation.

Liability

Interlaken Tourism is responsible for the regular booking of the resort. Interlaken Tourism is, however, not responsible for unforeseeable factors outside Interlaken Tourism's control, such as:

- Defects or interruptions in the water or energy supply, as well as appliances such as heating, lifts, swimming pools, etc.
- Reductions in the rental value following environmental damage, temporary higher noise levels, e.g. traffic diversions, building sites, etc.

The lessee is entirely responsible for damage that has been proven to have been caused during the lessee's stay. Any damage must be notified to the owner or his representative before departure.