



GENERAL TERMS AND CONDITIONS

Our General Terms and Conditions are an integral part of the booking.

1. Basic principles

These General Terms and Conditions (GTC) govern the legal relationship between the customer and Concept Chalet GmbH, hereinafter referred to as 'the accommodation'. The accommodation operates under the trade name **Boutique-Guesthouse Chalet Verve**.

All references to services in these GTC are to be understood as contractual services. Only the terms and conditions of the accommodation valid at the time of conclusion of the contract apply. The customer's terms and conditions only apply if this has been expressly agreed in writing before the contract is signed. The invalidity or nullity of individual provisions of these GTC has no influence on the validity of the contract and the remaining provisions of the GTC. In all other respects, the statutory provisions shall apply.

2. Law

In the event of disputes arising from this contract, the parties shall choose the place of jurisdiction at the company's registered office at Lärchenweg 21 in 3800 Matten bei Interlaken. All contracts, reservations and, where applicable, additional agreements and general terms and conditions are governed exclusively by Swiss law. The place of performance and payment is the registered office of the establishment.

3. Definitions

Written confirmations: E-mail messages are also considered written confirmations. The contracting parties are the customer and the accommodation provider.

4. Subject matter of the contract / scope

The contract for the rental of rooms and the purchase of additional services is concluded upon written confirmation by the customer or tacitly. A reservation made on the day of arrival is binding upon acceptance by the establishment. Changes to the contract are only binding for the establishment after written confirmation. Unilateral changes or additions to the contract by the customer are not valid. An extension of the rental period of the rooms provided and their use for purposes other than accommodation requires the prior written consent of the establishment.

5. Scope of services

The scope of the contractually agreed services is based on the booking made and confirmed by the customer. Unless otherwise agreed in the contract, the customer is not entitled to a specific room. If, despite a confirmed booking, no room is available at the establishment, the customer will be informed by the establishment in good time and offered an equivalent replacement room in a comparable or higher category establishment nearby. The additional costs incurred by the replacement accommodation shall be borne by the company. If the customer refuses the replacement accommodation, the company shall immediately reimburse the customer for the



services already rendered (e.g. the advance payment). The customer shall not be entitled to any further services if the replacement accommodation is equivalent.

6. Period of use

Subject to other provisions, the customer has the right to use the rented premises from 4 p.m. on the agreed arrival date until 11 a.m. on the departure date. If the customer wishes to keep the room after 11 a.m., they must request this at reception. Depending on the availability of the accommodation, a later departure may be granted. Additional costs may apply. In the event of late departure, the accommodation reserves the right to remove the customer's personal belongings from the room and store them in a suitable location within the accommodation for a fee. The right to compensation remains reserved.

7. Prices / Payment obligation

The prices quoted by the establishment are in Swiss francs (CHF) and include statutory value added tax. The customer is obliged to pay the agreed or valid prices of the establishment for the provision of the room and other services. This also applies to orders placed by accompanying persons and visitors.

All statutory tax increases that occur after the conclusion of the contract shall be borne by the customer. Prices in foreign currencies are indicative prices and are calculated according to the current exchange rate. The prices confirmed by the establishment always apply; any exchange rate differences shall be borne by the customer.

A valid credit card is required for each reservation, with an expiry date that is still valid on the day of arrival. The credit card serves as a guarantee for the booking. The guest must present the credit card used for the guarantee or prepayment upon arrival. To prevent credit card misuse, the accommodation is entitled to request proof of identity from the guest.

For bookings made at non-refundable or non-cancellable rates, the total room price will be charged to the credit card provided immediately after confirmation of the booking, **in accordance with the agreed terms and conditions**. For all other bookings, the credit card will only be charged after the applicable cancellation period has expired, **provided that no cancellation has been made in due time**. At the guest's request, payment can also be made by bank transfer.

If the required deposit is not paid or the credit card guarantee is not provided in time, the accommodation is entitled to cancel the reservation or contract, including all agreed services, without prior notice and to charge the cancellation fees in accordance with paragraph 9 of these General Terms and Conditions.

The final invoice includes the agreed room price as well as all surcharges and additional services provided by the accommodation for the guest and/or their accompanying persons. Any advance payments or credit card charges already made will be shown and credited accordingly in the final invoice. Unless otherwise agreed, any remaining balance must be paid in Swiss francs in cash or with



a credit card accepted by the accommodation provider at the latest upon check-out on the day of departure.

8. Termination by the institution

The institution is entitled to terminate the contract at any time with immediate effect by means of a unilateral written declaration for objectively justified reasons. Objectively justified reasons include, for example:

The website may contain inaccuracies or technical, typographical or other errors in relation to the information published on the website, including, but not limited to, prices, fees or availability for the transaction. The institution accepts no responsibility for such errors, inaccuracies or omissions. The company reserves the right not to honour reservations or information affected by such errors, inaccuracies or omissions. The company has the right to make changes, corrections, cancellations and/or improvements to the information or reservations based on such information at any time, even after the reservation has been confirmed.

1. an advance payment has not been made within the period specified by the establishment or a guarantee has not been provided;
2. force majeure or other circumstances beyond the control of the establishment make it objectively impossible to fulfil the contract;
3. the rooms have been booked or used with misleading or false information, for example regarding the identity of the customer, the purpose of use or the stay;
4. the establishment has reasonable grounds to believe that the use of the agreed services could interfere with the proper conduct of business, the safety of other guests or the reputation of the establishment;
5. the customer has become insolvent (bankruptcy or unsuccessful seizure) or has suspended payments;
6. the purpose or reason for the stay is unlawful. Cancellation by the establishment for the above reasons shall not entitle the customer to any compensation, and payment for the services booked shall remain due.

9. Cancellation of booking / cancellation fees

a) Cancellation

Unless otherwise agreed, the following cancellation conditions apply to the cancellation of a room reservation or a shortening of the stay:

- **Up to 8 days before arrival:** no cancellation fees
- **7 to 2 days before arrival:** 50% of the booked arrangement

- **Less than 48 hours before arrival or no-show:** 100% of the booked arrangement

The date of receipt of the written cancellation by the accommodation is decisive for the calculation of the cancellation costs. This applies to notifications by letter, fax and e-mail. The cancellation fees **are also payable if the guest does not make use of the contractual services**. In the event of a no-show or early departure, the entire stay will be charged. Cancellations must be made **in writing**. To avoid any inconvenience, the accommodation recommends taking out **cancellation insurance**.

b) Cancellation fees

Cancellation fees are based on the above deadlines and percentages:

- **Up to 8 days before arrival:** no cancellation fees
- **7 to 2 days before arrival:** 50% of the booked arrangement
- **Less than 48 hours before arrival or no-show:** 100% of the booked arrangement

c) Changes to reservations Changes to reservations can be made free of charge at the guest's request and **more than 8 days before the booked arrival date**, subject to the availability of accommodation. After this period, the above cancellation conditions apply. Any additional costs incurred as a result of the requested change will be charged additionally.

(d) Prevention of arrival or provision

If the customer is **unable to arrive or arrive on time** due to force majeure (e.g. flooding, avalanche, earthquake, fire), they are exempt from the obligation to pay for the days in question. The customer must prove that it was impossible to arrive. However, the obligation to pay for the booked stay shall resume **as soon as it is possible to use the booked room or accommodation again**. If the accommodation provider is **unable to provide** the booked service for the same reasons (force majeure), the customer shall be exempt from the obligation to pay for the days affected and shall be refunded any amounts already paid. The customer shall have no further claims, in particular for damages or reimbursement of consequential costs.

10. Early departure

If the customer **leaves early**, the accommodation provider is entitled to charge **the price for the booked services until the originally agreed end of the stay**. Payments already made will be credited. In such cases, the accommodation provider recommends taking out **cancellation insurance** to avoid financial disadvantages.

11. Stay / Keys / Security / Internet / Smoking

Use of rooms

The guest room is reserved exclusively for the registered customer. The transfer of the room to third parties or its use by additional persons requires the written consent of the accommodation. By signing the contract, the customer obtains the right to use the rented rooms and facilities of the accommodation for all persons specified in the booking. The customer is obliged to use the



accommodation in accordance with the accommodation's regulations and instructions for guests (house rules).

Keys

The room key issued by the accommodation remains the property of the establishment and allows access to the room. Loss or failure to return the key must be reported immediately to reception and will be charged at the actual cost of replacement or modification of the locking system.

Internet

The customer will receive access data for the Internet upon arrival. This service is free of charge for guests. The customer is responsible for the use of their access data and is liable for misuse or illegal behaviour, in particular for copyright infringements, illegal downloads or spam.

Smoking

All indoor areas of the accommodation are non-smoking in accordance with the regulations. Smoking is only permitted outside the building. Violations of the smoking ban will be charged at a flat rate of CHF 500, without proof of actual damage being required.

12. Extension of stay

Unless otherwise agreed, the customer has **no automatic right** to extend their stay. If the customer is **unable to leave** the accommodation on the agreed departure date due to force majeure or unforeseeable exceptional circumstances (e.g. extremely heavy snowfall, flooding), the accommodation undertakes to find suitable **emergency accommodation** for the duration of the period during which it is impossible to continue the journey. There shall be no further extension or financial compensation for lost services.

13. Items brought by the customer

The establishment shall not be liable for the loss, disappearance or damage of items brought by the customer, unless there is gross negligence or intent on its part. The customer is responsible for insuring the items they bring with them.

14. Actions, use and liability

a) The facility

The facility is not liable to the customer for slight or moderate negligence within the scope of the law and is only liable for damage caused intentionally or through gross negligence. If the services provided by the facility are defective or malfunctioning, the facility will endeavour to remedy this after the customer has reported it without delay. If the customer does not report a defect in good time, they shall not be entitled to a reduction in the contractually agreed price. The facility shall not be liable for items brought along by customers. The facility shall not be liable for services in which it merely acted as an intermediary for the customer. The facility accepts no liability for theft or damage to items brought along by third parties.

b) Customer

The customer is liable to the facility for all damage and loss caused by them, their accompanying persons or assistants, or by participants in an event, without the facility having to prove its liability to the customer. The customer is responsible for the proper use and return of all technical equipment



provided to them by the facility or procured for them by third parties, and is liable for any resulting damage or loss. The customer is liable for the services and expenses incurred by the facility in relation to third parties.

(c) Third parties

If a third party makes the booking for the customer, they shall be liable as the person making the booking for all obligations arising from the contract with the establishment. However, the person making the booking is obliged to provide the customer with all information about the booking, in particular these General Terms and Conditions.

15. Pets

Pets are not permitted.

16. Lost and found items

Lost items will be returned at the request of the owner, provided that their identity can be clearly established and the establishment knows the owner's home or work address. The shipping costs and the transport or shipping risk shall be borne by the customer.

In case of doubt about the identity of the owner, the items will be handed over to the local lost property office after a storage period of twelve months. Perishable goods will not be stored and will be destroyed on the day of departure.

17. Other provisions

If the customer requires services that the company does not provide itself, the company will merely act as an agent. In such cases, the contractual terms and conditions of the respective third-party provider shall apply. The statutory limitation periods shall apply. Unless otherwise specified, the customer's claims for damages shall become time-barred six months after arrival.

Media reports (e.g. newspapers, radio, television, internet) about events at the accommodation, including the use of the unaltered company logo, require the prior written consent of the accommodation. Publicly posted reviews are generally permitted. However, the accommodation reserves the right to report **unlawful, defamatory or demonstrably false factual claims** to the competent authority and to take civil action against them, in particular for damages, injunctive relief or correction.

18. Accepted methods of payment

Cash, Visa, Mastercard, Maestro, TWINT

Personal cheques are not accepted.

Before arrival, please transfer the amount to:

IBAN: CH04 0079 0016 6272 0657 0

Bank name and address: BEKB / BCBE, Bundesplatz 8, P.O. Box, 3001 Bern

Beneficiary: Concept Chalet GmbH



19. Credit card information

Credit card details are treated as confidential. In the event of a no-show or late cancellation, fees may be charged in accordance with the cancellation policy (see Cancellation Policy). By accepting the terms and conditions of the confirmation, you authorise the accommodation to charge the amount due for the agreed services to the credit card provided.

20. Prices

The prices displayed on the website or booking portals are for **information purposes** only. Currency conversions are **not binding** and may differ from the actual amounts payable. Only the price stated in the **booking confirmation** is **binding**. The accommodation reserves the right to change prices at any time, to the extent permitted by law.

21. Data protection declaration

The accommodation applies the **Federal Act on Data Protection (FADP) of 25 September 2020**. The customer has the right to object to the processing of their personal data at any time, in particular for **advertising and marketing purposes**. Further information on data processing, the customer's rights and the contact point for data protection concerns is available in the accommodation's **full privacy policy**.

Matten bei Interlaken, 9 November 2025



IMPRINT - Legal information

Concept Chalet GmbH
Lärchenweg 21
3800 Matten bei Interlaken

Legal representative: Stefan Otz

Legal form: Limited liability company ID

E number: CH-036.4.103.754-0

Email: info@chalet-verve.ch

Tel.: 079 327 21 21