

General Terms and Conditions of Business

1. Scope of application

These General Terms and Conditions govern the legal relationship between the guest and Hotel Crown, represented by Andermatt Crown AG.

2. Conclusion of contract

Upon receiving the written, telephone, electronic (incl. Internet) or personal booking and the delivery of our confirmation, an accommodation contract is concluded between the guest and Hotel Crown. These general terms and conditions form an integral part of this accommodation contract. Notifications by e-mail are deemed to have been made in writing.

The data submitted by the guest will be processed electronically by the reservation system. This data will only be passed on to the extent necessary for the booking. It will not be passed on for other purposes. In all other matters, the legal data protection regulations are complied with when collecting data. All information is processed with the utmost care. No liability is taken for any mistakes in data collection or data transmission.

3. Price changes

Hotel Crown may change the advertised prices in the following cases:

- Newly introduced or increased government charges (e.g., VAT, accommodation and tourism fees, etc.).
- Changes in exchange rates
- Clearly explainable misprints
- Special events (exhibitions, events, etc.)

4. Cancellations and changes

Cancellations and changes of reservations by the guest will only be accepted in written or electronic form (incl. Internet).

Cancellation conditions

Your reservation can be cancelled free of charge up to 8 days before arrival during the low and mid-season. During the high season, the reservation can be cancelled free of charge up to 15 days before arrival. In the event of a later cancellation, no or late arrival or early departure, we reserve the right to charge a cancellation fee of 100% of the room/suite price.

Provision of a substitute

If the booked arrangement cannot be commenced, Hotel Crown will accept a replacement person who must take over the existing booking under the same conditions. The substitute person must be notified to Hotel Crown in time (before arrival). The original guest remains the contractual partner and is liable to Hotel Crown.

Cancellation in case of force majeure

In the event of force majeure such as political unrest, strikes, catastrophes etc., Hotel Crown may cancel the booking at short notice for safety reasons. In such cases, the guest will be refunded the amount paid in the form of a voucher.

Disturbance and operational restrictions

Disruptions such as the usual ambient noise or operational restrictions not caused by Hotel Crown do not entitle the guest to any compensation or refund.

5. Damages and liability

The Hotel Crown is liable for damages only in cases of intent or gross negligence. Any further liability, especially in cases of slight or medium negligence, whether for indirect damage, such as loss of profit, is excluded. Liability for property brought in by the guest is excluded to the extent permitted by law. Hotel Crown declines all liability for theft.

Claims must be made in writing to Hotel Crown immediately, at the latest 5 days after departure; otherwise, the claims are deemed to be expired.

6. Use of the suites/hotel rooms

The suite/hotel room must 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 permitted to allow third parties to use rented suites/hotel rooms. The guest is liable for any damage unless he can prove that it was caused through no fault of his own (or that of other users). Damage must be reported immediately to Hotel Crown. The same applies to the parking spaces provided.

7. Place of performance, applicable law and place of jurisdiction

The place of performance is the domicile of Hotel Crown and therefore Andermatt.

The legal relationship between the guest and Hotel Crown shall be determined exclusively by Swiss law. The exclusive place of jurisdiction is agreed to be the court district of Ursern (Andermatt).

Andermatt, July 2023