



## THE ELEMENT CHALETS ZERMATT

# TERMS AND CONDITIONS

## RESERVATION CONDITIONS, PRICES & SERVICES

A reservation is valid as soon as you receive a written confirmation by email.  
The services included in your booking can be found in your reservation confirmation.

All prices are including service and VAT, but excluding visitor's tax & additional services.  
Additional services will be charged together with the visitor's tax upon your departure. These costs must be paid in **cash**.

Visitor's tax:

- Children from 17 years & adults: CHF 4.00 / Night
- Children ages 9 -15.99 years: CHF 2.00 / Night
- Children up to 8.99 years of age: Free

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## GARANTY

- Your credit card details are required for a definitive reservation and must be provided correctly.
- Your departure date must be within the validity period of your credit card.
- The credit card details (surname & first name) have to correspond with the person on the booking confirmation.
- If the details are incorrect, your reservation is invalid and will be canceled without prior notice.
- The credit card is only a guarantee. We will not charge your credit card in advance as long as you respect the payment and cancellation policies.

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## TERMS OF PAYMENT

The following deposit regulations must be strictly followed in order for a booking to remain valid. In the event of non-compliance, the booking can be canceled from our side without prior notice.

**General payment modality:**

- **Payment of 100%:** 30 days before your arrival

**Payment modality with non-refundable rates**

- **100% payment:** **immediately** after booking confirmation.
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## METHODS OF PAYMENT

- Payments can be made by bank transfer (preferred) or credit card. Charges for bank payments are entirely at your expense.
- The visitor's tax and additional services will be charged in cash on departure.

### Account information:

- **Account holder:** The Element Chalets Aroleit  
Jessica Schwab  
Aroleit 23  
Postfach 227  
3920 Zermatt  
Schweiz
- **Bank:** Raiffeisenbank Mischabel-Matterhorn  
Bahnhofstrasse 13-15  
3924 St. Niklaus VS  
Schweiz
- **IBAN:** CH51 8080 8006 7266 2064 7
- **SWIFT CODE:** RAIFCH22496
- **BIC:** 80808
- **CLEARING:** 80496

## CANCELLATIONS

### We recommend to take out a travel cancellation insurance in advance.

Cancellation of a booking must be made in writing by e-mail or directly via our reservation system. Cancellations by telephone will not be accepted.

The cancellation conditions in your booking confirmation apply. If nothing to the contrary is stated on your booking confirmation, the following cancellation conditions apply:

### Winter and summer season:

- **31 days before arrival:** no costs
- **0 - 30 days before arrival:** 100%

### The following cases will be charged at 100%:

- Late arrival (time of non-use)
- Early departure (time of non-use)
- Non-arrival (time of non-use)
- Non-refundable prices

## ARRIVAL AND DEPARTURE

Please note the following information:

- The chalets are located outside the village.
- We are not a hotel and the staff are not present on site without prior notification.
- Please let us know your arrival method (plane, car, train etc.) and time at least 2 days before the start of your booking. Changes and delays must be communicated.

### CHECK-IN\*

- **Check-in on arrival date:** from 4:00 pm to 8:00 pm
- **Early Check-in:** not possible
- **Luggage storage:** not possible
- **Late Check-in:**
  - **Check-in from 8.00pm till 10.00pm:** extra charge of CHF 60.- / arrival
  - **Check-in: 10.00pm till midnight:** extra charge of CHF 80.- / arrival
  - **Check-in after Midnight:** not possible

### CHECK-OUT\*

- **Check-out on departure date:** 7.00am till 09:00am
- **Early Check-out 5.00am – 7.00am:** extra charge of CHF 60.- / departure
- **Late Check-out:** not possible
- **Luggage storage:** not possible

#### \* Separate check-in / check-out:

If you have separate arrival and / or departure times, this service will **only** be offered again if booked in prior (24 hours in advance). Please note that there is an additional charge of **CHF 30.- per luggage transfer.**

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## GENERAL INFORMATION

### Complaints & damages

- Complaints (in particular damages, cleaning deficiencies) about the rental property must be reported by the guest immediately after check-in, otherwise we will assume that everything was in order. There is no entitlement to a reduction in the rental price due to complaints.
- All objects and materials provided to you, as well as all rooms and furnishings in the rental property, must be treated carefully.
- The client is liable for any damage to the interior and exterior of the rented property (including any furniture or other items)
- If any damage to the rented property is noticed, for example:
- Leakage of a pipe, suspicious smell or noise, etc., the owner must be contacted immediately by telephone under +41 76 586 00 77. If this obligation is not fulfilled, the guest can be held responsible and liable for any damages incurred. It is the guest's responsibility to take out insurance to cover any damages.

### Smoking prohibition

- Smoking is strictly prohibited in all interior rooms.
- Ashtrays are available on the terrace and balcony.
- In case of disregard of this rule you will be charged CHF 200.00

**Loss of the key**

- If keys are lost, the guest must pay for all associated costs such as changing locks etc.

**Number of persons**

- The chalet may only be occupied by the number of persons listed in the booking. If this rule is ignored, the full price for the additional persons plus a penalty of CHF 200.00 must be paid additionally. However, there is no entitlement to accommodate additional persons in the chalet. You may also be obliged to reduce the occupancy to the number of persons listed in the booking.
- Please note that for bookings confirmed by us with a price adjustment to the number of persons, only 1, 2 or 3 bedrooms will be provided.

**Children**

- With advance reservation, we are happy to provide you free of charge with a baby crib and high chair.
- Please note that our chalets have 3 floors and the stairs have no additional child-proof barriers. We accept no responsibility for any accidents involving your child. Do not leave your child unattended in the chalet.
- Please note that access with baby carriages is possible in winter, but is very difficult. Furthermore, in summer access is only possible via the hiking trail.

**Dog**

- If you are taking your dog with you on vacation, we kindly ask you to request this in advance when booking. There is no corresponding entitlement.
- A fee of CHF 30 / dog / stay will be charged.
- We are happy to provide you with a feeding and drinking bowl as well as a dog bed free of charge.
- We are dog-friendly, but we expect the following rules to be observed:
  - Good training of the dog is a top priority.
  - The dog is not allowed to be left unattended in the chalet.
  - Any damages caused by the dog in and around the chalet, as well as any special cleaning required, must be completely borne by the dog owner.
  - Please note that your dog is not allowed on the sofa, armchairs, chairs, bed or other furnishings.
  - Please make sure that your dog does not do its daily business in front of the chalets. Everywhere in the village and outside, dog owners are obliged to remove their dog's excrement using excrement bags (available free of charge in the village).

**Sauna rules**

- The use of the sauna is only permitted with the sauna towel as a mat.
- It is strictly forbidden to take drinks or food into the sauna.
- The sauna must always be switched off after use.
- Children and youths under the age of 16 are only allowed to use the sauna when accompanied by an adult.
- Drunk people are not allowed to use the sauna.
- Medical restrictions: Persons with open wounds, skin diseases, contagious diseases and infections may not use the sauna facilities. We recommend that guests with epilepsy or cardiovascular diseases consult their doctor in advance.

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**LAW, JURISDICTION AND MISCELLANEOUS**

THE ELEMENT CHALETs \*\*\*\* ZERMATT, AROLEIDWALD, 3920 ZERMATT

TEL: +41 (0)76 586 00 77 INFO@CHALET SZERMATT.COM WWW.CHALET SZERMATT.COM

Swiss law is applicable. For articles that are not regulated in these terms and conditions, the Swiss Code of Obligations applies.

The place of jurisdiction is Visp and shall apply to any disputes; insofar the Swiss law does not prescribe any mandatory jurisdiction.

Should individual provisions of this general business condition be ineffective, the validity of the remaining provisions remains unaffected.

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## **The Element Chalets Zermatt**

(STAND JULY 2024)