

# General Terms and Conditions

## 1. DEFINITE BOOKING

By completing the definitive registration process, the guest automatically acknowledges these general terms and conditions. They become binding once you receive the written booking confirmation from the Sunstar hotel, which is sent (by post, fax or email) within three working days. Please check this confirmation and report any inaccuracies or corrections.

## 2. PRICES

Unless otherwise stated, prices are per person in CHF for all Swiss hotels and in EUR for the hotel in Piedmont, including a lavish breakfast buffet, service and VAT. Tourist taxes and any local taxes are not included in the accommodation prices or experience packages and will be charged separately on arrival.

## 3. METHODS OF PAYMENT

### Deposit

Depending on the season and location, the hotel may request a deposit for the period that has been booked.

### Accepted means of payment

Cash, Maestro, Postcard, Visa, Mastercard, American Express, Bonus Card, myOne, Reka Cheques, WIR cheques (max. 30%), Sunstar shareholder vouchers, Privilège Cheques.

### Foreign currencies

Payment in euros/US dollars is possible, with the conversion rate based on that day's official rate of exchange.

## 4. UNUSED SERVICES

Where an experience package is booked, the services it includes cannot be reduced so no refund can be paid where they are not used.

## 5. NON-AVAILABILITY

If, on your arrival, no equivalent room to that which you booked is available for unforeseen reasons, you will be accommodated in a room in the next highest category. If no rooms are available at the hotel, Sunstar Hotels will arrange equivalent accommodation in another hotel.

## 6. CANCELLATION CHARGES

Cancellation charges are based on the date on which the cancellation or booking amendment is received. The cancellation charges as a proportion of the room rate (B&B) or special offer price for the complete stay are as follows:

### Up to 15 days before the date of arrival:

Free of charge, except for stays between 26 December and 2 January: 30 to 15 days before the date of arrival: 25% of the cost of the accommodation (B&B) or package price, max. CHF/EUR 400.- per person

### 14 to 1 day before arrival:

50% of the room rate - (B&B)/special offer price, max. CHF/EUR 400.- per person

### On the day of arrival:

100% of the room rate - (B&B)/special offer price, max. CHF/EUR 600.- per person

### Early departure:

100% of the unused accommodation (B&B) or special offer price, max. CHF/EUR 600.- per person

## Money-back guarantee if you have to cancel

Reimbursement of cancellation charges when you book another stay: provided that you present an invoice showing payment of a cancellation charge, we will reimburse you that cost if you stay in the same Sunstar Hotel within a year of the date of issue of the invoice for cancellation charges, subject to the following conditions:

- The credit is personal and non-transferable. It can only be used for overnight accommodation (not for meals and/or other services).
- No reimbursement is possible for a cheaper stay, nor can the payment be divided between more than one stay.

## 7. CANCELLATION INSURANCE

We recommend taking out Sunstar cancellation insurance to cover any possible cancellation charges (in the case of illness or an accident on the part of the booked person or a death in the family). Cancellation cover must be taken out within 7 days of making the booking and will be added to the hotel invoice. The premium is a flat rate of CHF/EUR 25 per room (with the "EDELWEISS" and "BERGKRISTALL" Loyalty Card this includes the card-holder and their companions in the same room, and people living in the same household even if they are in a separate room). In the case of cancellation before arrival, the invoice will be sent directly to your home address. In addition, we advise you to ensure you have adequate accident insurance, because Sunstar Hotels cannot accept any liability for, for example, sports injuries for which it is not to blame.

## 8. FIX RATE | NON REFUNDABLE RATE

The FIX scale of charges ("non-refundable rate") is only applicable to bed and breakfast and must be booked no later than 15 days in advance. With this best-value rate, the whole invoice amount for bed and breakfast is charged (to your credit card) when you book your room, and, if you cancel or change your booking, no refund will be given. This rate cannot be combined with Sunstar cancellation insurance or the money-back guarantee.

## 9. WITHDRAWAL OF BOOKINGS

Sunstar Hotels reserves the right, in the following exceptional circumstances, to declare a confirmed booking invalid with no cost implications for either Sunstar or the guest, and to withdraw from it:

- The hotel becoming uninhabitable due to force majeure
- The hotel closing, or the opening dates changing, for economic or legal reasons
- Failure to reach any advertised minimum number of participants
- Delay in paying a requested advance payment or security deposit as described in Section 3

## 10. PLACE OF JURISDICTION

The sole place of jurisdiction is Liestal. Swiss law applies.