

# CONTRACTUAL CONDITIONS MATTERHORN-HOME APARTMENTS- LODGIFY

## 1. Booking:

With your reservation and the rental contract, you enter into a binding accommodation contract. The prices listed in the contract in Swiss francs are binding and apply to the number of persons stated. Prices may be adjusted in the event of the introduction or increase of taxes, duties and levies up to 3 weeks before the start of the contract.

## 2. Deposit and payment:

100% of the rental amount is due upon booking. For long-term advance bookings and by mutual agreement, a deposit of 50% of the total price can be agreed. The remaining amount must be transferred 30 days before the start of the rental period. Any additional costs will be charged on site.

## 3. cancellation

The following cancellation conditions apply:

- 95.5% of the amount paid is refundable if canceled 30 days prior to arrival or earlier.
- 29-0 days before arrival and no-show: 100% of the rental price

It is advisable for the guest to take out cancellation insurance.

## 4. Late arrival, early departure

The guest is responsible for their own arrival. In the event of late arrival due to disruptions and obstructions in public and private transport (including rail and air) etc. as well as for personal reasons, no refund will be made. In the event of early departure, the full amount remains due.

## 5. Force majeure

We are entitled to cancel the booking without compensation in the event of service disruptions caused by circumstances beyond our control, in particular war, strike, natural disasters, etc. For the above-mentioned reasons, you will be refunded the amount paid if you do not use the service, but you waive any further claims.

## 6 Liability

The landlord is liable for the proper reservation on site. However, the landlord is not liable for unforeseen circumstances that cannot be influenced by the landlord, such as:

- Service disruptions in the areas of transport, supply, and disposal (e.g. water, energy, heating, light, etc.) or other events for which we are not responsible,
- Reduction of the rental value due to environmental damage, temporary increased noise pollution e.g. building site, party, etc.

## 7 Arrival and departure

Arrival is possible from 16:00, departure until 09:30. For earlier or later departures, please contact us in advance. The guest is responsible for arrival and departure.

## 8 Complaints

**If there** are any defects when you move into the flat, or if they occur later, or if you have any other cause for complaint, you must report this to the landlord immediately. We will endeavor to take appropriate remedial action. We would like to emphasize that complaints or any claims can only be dealt with after notification within 72 hours of the service being used. The claim for damages shall in no case exceed the amount of the hire charge. Furthermore, Swiss law shall apply.

## 9. Care and damage

The tenant undertakes to use the premises rented by him, including the inventory, with the utmost care and to protect them from damage and to return it at the end of the rental period with all keys, accessories and inventory. The flat must be kept clean and left tidy. No obstructing objects may be thrown into the toilets and drains.

The tenant must pay in full for any damage demonstrably caused by the guest during the stay. Any damage must be reported to the landlord immediately. Additional cleaning costs will be charged at a minimum of CHF 120

If the house rules are disregarded, the landlord reserves the right to shorten the rental period.

## 10. Jurisdiction

The place of jurisdiction is Visp (Switzerland)

Zermatt, 6 April 2024