

Matterhorn-Home Apartments
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Obere Tuftra 11, 3920 Zermatt

Terms and Conditions Matterhorn-Home Apartments

1. Booking

With your reservation and the rental agreement, you enter into a binding accommodation contract. The prices stated in the contract in Swiss francs are binding and apply to the number of persons specified. If taxes, levies or charges are introduced or increased, prices may be adjusted up to 3 weeks before the start of the contract.

2. Deposit and Payment

50 % of the rental amount is due upon booking. The balance must be paid 30 days before arrival. Any additional costs will be settled on site.

3. Visitor's Tax

The statutory visitor's tax is calculated according to the current regulations of the destination Zermatt. If it is not already included in the booking price, it will be charged separately.

4. Cancellation

The following cancellation terms apply:

- For cancellations up to 60 days before arrival, 95.5 % of the amount already paid will be refunded.
- 59–0 days before arrival and in case of no-show: 100 % of the rental price.

We recommend that guests take out cancellation insurance.

5. Arrival and Departure

Check-in is possible from 4:00 p.m., check-out is by 9:30 a.m. Please contact us in advance if you wish to arrive or leave earlier or later. Guests are responsible for their own travel to and from the apartment.

6. Late Arrival, Early Departure

No refund is given for late arrival. This applies to disruptions and delays in public or private transport (including rail and air travel) as well as to personal reasons. In the event of early departure, the full amount remains payable.

7. Dogs

Dogs are welcome by prior arrangement. We charge CHF 50 per stay for the additional cleaning.

8. Care and Damage

The tenant undertakes to use the rented premises and their contents with the greatest care and to protect them from damage. At the end of the rental period, the tenant returns them together with all keys, accessories and inventory. The apartment must be kept clean and left in good order. No objects that could cause blockages may be flushed down toilets or drains.

The tenant is fully liable for any damage demonstrably caused by the guest during the stay. Any damage must be reported to the landlord immediately. Additional cleaning 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.

9. Complaints

If there are defects when you move into the apartment, if defects arise later, or if you have any other reason for complaint, please inform the landlord immediately. We will do our best to find a suitable remedy. Please note that complaints or claims can only be considered if they are reported to us within 72 hours of using the service. Claims for damages shall in no case exceed the rental amount.

10. Liability

The landlord is liable for the proper reservation on site. However, the landlord is not liable for unforeseen circumstances beyond the landlord's control, such as:

- disruptions in transport, supply and disposal (e.g. water, energy, heating, lighting) or other events for which we are not responsible;
- a reduction in rental value due to environmental damage or temporarily increased noise (e.g. construction work, parties).

11. Force Majeure

In the event of disruptions whose cause lies beyond our control, in particular war, strikes or natural disasters, we are entitled to cancel the booking without compensation. If you are unable to use the service for one of these reasons, the amount you have paid will be refunded; any further claims are excluded.

12. Applicable Law and Place of Jurisdiction

Swiss law applies. The place of jurisdiction is Visp (Switzerland).

Zermatt, 4 November 2026