

Berghaus Bort – General Terms of Agreement

Reservation

Reservations for both individual guests and groups must be made in writing (by letter or fax). In order that the reservation be contractually binding for both parties valid credit card details must be submitted with the reservation. Please note that on accepting the general terms of agreement, any cancellation charges will automatically be charged to the credit card given.

Payment

The arrangement including all extras must be paid upon check-out. Payment with CH-Maestro and Postcard are free of charge. We accept VISA and MASTERCARD; we reserve the right to charge 3% on credit card payment.

Cancellation

The receipt of the cancellation notice at the Hotel is definitive for the invoice. The below terms also apply to no-shows and premature departures. The following cancellation fees are liable should the guest withdraw from the contract:

Non refundable:

If cancelled, modified or no show the total price of the reservation will be charged.

The total price of the reservation may be charged any time after booking.

General terms:

Up to 14 days before arrival: no cancellation fee

13- 8 days before arrival: 50% of package price

7- 0 days before arrival: 100% of package price

Christmas/ New Year, groups from 15 persons, events:

Up to 29 days before arrival: no cancellation fee

28- 15 day before arrival: 50% of package price

14- 0 days before arrival: 100% of package price

Special terms

From above terms - different periods can be determined, for example: group reservations, early bird specials or a flat rate.

Additional terms & conditions of business for groups/ events

For the purpose of these GTA, groups/events are travel groups with a minimum reservation for 15 persons. No entitlement exists to granting of group rates. Group rates can be granted on the basis of an individual agreement, according to availability and demand. The above conditions apply to group cancellations, including if only cancellation of individual rooms.

Weather

Should unfavourable weather conditions prevent the Grindelwald-First gondola cableway from operating, the host is obliged to organise alternative means of transport to Berghaus Bort for the guest. Should this not be possible, then the cancellation regulations do not apply. If, during the guest's stay the Grindelwald-First gondola cannot operate for more than 2 days, then the cancellation rules will not be enforced and, if he so wishes, the guest can leave early at no further cost.

Youth groups / school classes

Groups of youths under the age of 18 years are only accepted when accompanied by at least one supervising adult. Those accompanying the group have to be accommodated in the house.

House rules

The house rules are an integral part of the general terms of agreement. On violation of the house rules, the Berghaus Bort is entitled to terminate the contract without notice. In the case of services not rendered, cancellation charges will be due according to the regulations above.

Availability of rooms

The rooms are available from 3 pm on the day of arrival. On the planned day of departure the rooms must be vacated by 11 am. Should the departure, and hence availability of the room, be after 6 pm then the following night will be charged in full.

Final clause

The ineffectiveness of certain parts of the above terms of agreement has no influence on the validity of the remaining contract.

Court of jurisdiction

All parties agree upon 3800 Interlaken as the sole court of jurisdiction.
Grindelwald, October 4th, 2017

House rules

One sentence says it all:

We kindly ask all guests to behave in such a manner so as not to disturb other guests!

Nevertheless, please note the following:

Silence at night

After midnight noise in all rooms must be kept to room level. Please be particularly quiet in the corridors and staircase as the antique wooden building is not insulated against sound.

No smoking

Smoking and the use of fire or open flames is forbidden without exception in the entire house!

Damage, dirt, loss of key

In the case of damaging, or dirtying of the premises or furnishings, the damage caused must be covered by those responsible. The loss of a key costs CHF 5.-. Compensation for damages must be paid in cash immediately (in the case of groups, the group-leader is required to make an advance payment, eventually on behalf of the organiser). Theft and wilful damage will immediately lead to legal proceedings.

On violation of one or several of the above-mentioned rules, Berghaus Bort has the right to terminate the contract without notice. The guest remains obliged to pay for the accommodation reserved.

Please note that we cannot accept any responsibility for luggage or valuables. The same applies to property left in the ski room located in the barn adjacent to the Berghaus.

Escape routes and emergency exits

In the case of fire and should it not be possible to use the staircase, please use the emergency stairs signed. Should the emergency stairs not be accessible either, please stay in the room, close the door (do not lock) and make yourself apparent at an open window. Please inform yourself about the handling of fire extinguishers and location of escape routes.

Fire alarm

Anyone setting off the fire alarm through negligence, by smoking or meddling with fire and flames (smoke detector on the ceiling) or abusing the manual alarm must cover the costs of the fire brigade in full.

Pets

Pets are permitted on request and at a surcharge.

Radios

The use of radios is not tolerated in the house. At any time radios, loud speakers, CD players etc can be confiscated (even only as a precautionary measure) by the management and kept until the day of departure.

Bort GmbH
Berghaus Bort
3818 Grindelwald