



Terms and Conditions

General Terms and Conditions AlpinTrend AG

These General Terms and Conditions of Contract govern the legal relationship between you as a guest and AlpinTrend AG and Hotel Lenzerhorn Spa & Wellness AG.

1. Conclusion of contract

The contract is concluded upon receipt of the reservation confirmation signed by the guest, an e-mail with all details from the confirmation form, a deposit or via an internet-based booking system, i.e. via our homepage.

If the booking guest registers further guests, he is liable for the fulfilment of their obligations.

2. Services

The specific services provided by Hotel Lenzerhorn Spa & Wellness AG are based on the reservation confirmation. If the guest requests services which are not provided by the hotel itself, the hotel acts merely as an intermediary. These services will be invoiced separately.

3. Prices and payment obligations

The prices are shown in the confirmation or the price list. Please note that we work with daily rates, where prices are based on availability.

The hotel is entitled to request a deposit of 30-60% of the total amount upon conclusion of the contract, mainly during the high season, for group reservations or special events. Room rates based on the Non-Refundable Rate will already be charged 100% to the credit card at the time of the definitive booking.

The deposit will be deducted from the hotel price owed or any cancellation costs.

In addition to a deposit, the hotel may also require a credit card guarantee and signature. Credit card details are only used to secure the reservation. Final payment will be made on site after further consultation with the guest. For the apartments "Penthouse", "Maisonette" and "Chalet" we take the liberty to temporarily reserve an amount of CHF 500,00 on your indicated credit card two weeks before your arrival. This amount serves as a deposit and will be released after your departure, provided that no damage has occurred in the apartment.

The deposit is payable up to 30 days prior to arrival. This period may vary depending on the season. If the deposit is not paid on time, the hotel may terminate the contract after a short grace period of 5 days has elapsed to no avail and demand the cancellation costs mentioned under point 4.

The final invoice must be paid at check-out in cash in Swiss francs or with an accepted credit card (American Express, Master Card, Maestro CH, Maestro Int., TWINT, Visa, V-Pay).

Invoices of the Hotel Lenzerhorn Spa & Wellness are due within 30 days of the invoice date without deduction.

4. Changes, cancellations and no-show

Changes and cancellations of bookings: Decisive for the calculation of a timely cancellation or change of a booking is the arrival of the written notification in the central reservation department of AlpinTrend AG, as well as the subsequent confirmation by AlpinTrend AG.

Cancellations of internet-based bookings: Cancellations via internet-based booking systems are only legally effective if they have been cancelled via the booking system in compliance with the cancellation conditions and accepted by the hotel.

If the customer withdraws from the contract, the following cancellation charges are payable depending on the booking type:

Summer (May - November)

Summer standard cancellation conditions

Up to 7 days before arrival:	free of charge
6-5 days before arrival:	50% of the total arrangement
4-0 days before arrival:	100% of the total arrangement If the room cannot be resold.
No-show:	100% of the total package price.

Cancellation conditions summer packages & special prices

Up to 15 days before arrival:	free of charge
14 - 5 days prior to arrival:	50% of the total package price
4 - 0 days prior to arrival:	80% of the total package price If the room cannot be resold.
No-Show:	100% of the total arrangement

Cancellation conditions summer flats

Up to 60 days before arrival:	free of charge
59 - 40 days before arrival:	50% of the total arrangement
39 - 0 days before arrival:	100% of the total arrangement If the accommodation cannot be resold.
No-Show:	100% of the total amount.

Cancellation conditions summer flats with travel cancellation insurance

Up to 60 days prior to arrival	we accept cancellations at no charge.
59 - 7 days	10% of the total arrangement
6 - 0 days	100% of the total arrangement

Winter (December - April)

Winter Standard Cancellation Conditions

Up to 15 days before arrival:	free of charge
14 - 5 days prior to arrival:	50% of the total package price
4 - 0 days before arrival:	80% of the total arrangement If the room cannot be resold.
No-show:	100% of the total package price.

Cancellation conditions Winter Packages

Up to 30 days before arrival:	free of charge
29 - 15 days prior to arrival:	30% of the total package price
14 - 7 days prior to arrival:	50% of the total package price
6 - 0 days prior to arrival:	80% of the total package price If the room cannot be resold.
No-Show:	100% of the total arrangement.

Cancellation conditions Winter Standard Apartments

Up to 60 days prior to arrival:	free of charge (room contingent will be reduced if necessary)
59 - 40 days before arrival:	50% of the total arrangement
39 - 0 days before arrival:	100% of the total arrangement If the accommodation cannot be resold.
No-Show:	100% of the total amount.

Cancellation conditions Christmas & New Year's Eve

Up to 60 days before arrival:	free of charge
59 - 30 days prior to arrival:	40% of the total package price
29 - 15 days prior to arrival:	60% of the total package price
14 - 0 days before arrival:	100% of the total arrangement If the room cannot be resold.
No-show:	100% of the total arrangement.

Cancellation conditions Winter Apartments with travel cancellation insurance:

Up to 60 days prior to arrival	we accept cancellations without charge.
59 - 7 days	10% of the total arrangement
6 - 0 days	100% of the total arrangement

Please note that other cancellation conditions apply to special offers. These are shown on the reservation confirmation for each booking or enquiry.



5. cancellation conditions for events

Cancellation or Withdrawal

If the event is cancelled or reduced for reasons that lie with the organiser, the organiser undertakes to pay the following costs:

Groups of 11 or more persons

Up to 30 days before the event	free of charge
29 - 15 days before the event	50% of the total price
14 - 7 days before the event	60% of the total price
6 - 0 days before the event	80% of the total price
No-show	100% of the total price

Meetings and conferences

Up to 60 days before arrival	free of charge
59 - 30 days before arrival	30% of the total price
29 - 15 days before arrival	60% of the total price
14 - 0 days prior to arrival	80% of the total price
No-show	100% of the total arrangement



6. Room check-in and return

The rooms will be made available from 3.00 p.m. on the day of arrival. On the day of departure, the rooms must be vacated by 11.00 am. If the room is returned late, up to 50% of the room price will be charged. If the room is returned after 6.00 p.m., the entire room price will be charged.

The flats are available from 4.00 p.m. on the day of arrival. On the day of departure, the flats must be vacated by 10.00 am. If the flat is returned late, up to 50% of the flat price will be charged; if the flat is returned after 6.00 p.m., the entire flat price will be charged.

The guest has no right to a specific room, unless otherwise agreed. The rooms may only be used for the agreed purpose of overnight accommodation. The hotel is entitled to terminate the contract without notice if the contract has been concluded under false or misleading information or if the room is not used in accordance with the contract.



7. Liability of the hotel

The hotel is liable for the guests' belongings in accordance with the statutory provisions. The hotel shall not be liable for slight negligence.

The hotel shall not be liable under any legal title for services which it has merely arranged for the guest (clause 3, paragraph 3).

Should the guest suffer damage or be dissatisfied with the hotel's services, he must notify the hotel immediately, otherwise he can no longer assert any rights. All claims against the hotel become time-barred within 6 months after the end of the contract.

Non-contractual liability shall be governed by the statutory provisions, subject to further liability limitations and exclusions in accordance with these General Terms and Conditions.

8. Data protection

Any data transmitted by a customer shall only be passed on to the extent necessary for a booking. It will not be passed on for any other purpose. In all other respects, the statutory data protection regulations will be complied with when collecting data. Please also refer to our detailed [data protection guidelines](#).

9. Applicable law / place of jurisdiction

Swiss law is exclusively applicable to the reservation agreements, including the general provisions and any supplementary agreements, as well as to the contracts concluded on the basis thereof. The exclusive place of jurisdiction for all differences arising from these terms and conditions is Graubünden.

10. Final provisions

Prices are subject to change at any time.

Changes to these general terms and conditions must be made in writing.

Lenzerheide, October 18 2022