

General terms and conditions of business at the Hotel Bellevue and information

Dear Guests

We are delighted that you have chosen the Hotel Bellevue for your stay in Lucerne and would like to offer you a warm welcome.

As a matter of form, we would like to inform you of our terms of business in order to avoid any possible misunderstandings (the right to make general amendments is reserved):

1. Room reservations and arrivals/departures

A room reservation is generally binding for both parties if confirmation has been signed and returned on time. This means that a contract has been entered into between the Hotel Bellevue and you that is based on the Swiss Code of Obligations (OR) Art. 1 ff. This also applies to verbal reservations and e-mail reservations. Your room will usually be ready for you from 3.00 p.m. on the day of your arrival. You are kindly requested to vacate your room by 11.00 a.m. on the day of your departure.

2. Guarantees

In the case of telephone, e-mail or Internet bookings, we reserve the right to record your credit card details (credit card number with expiry date and safety code on the reverse of the credit card) in order to guarantee the booking.

We do not charge bookings to your credit card. However, we reserve the right to verify your credit card 10 days prior to arrival and to authorise an amount. This authorisation does not mean that we charge an amount but we reserve a specific sum for our hotel. Once at the hotel, you can then decide whether you wish to pay using the credit card stated or with another card or in cash - in Swiss francs, Euro, dollars or pounds.

3. Cancellation of the room reservation or "no show"

- Cancellation up to 48 hours prior to arrival: free of charge
- Cancellation between 47 and 0 hours prior to arrival: we will charge 100% of the agreed room price for the first/subsequent night of your originally booked stay.

This will only apply if we fail to reassign the room. However, it also applies to delayed arrival or premature departure!

4. Withdrawal by the Hotel Bellevue

If the Hotel Bellevue has well-founded reasons to assume that a reservation has been made in an attempt to defraud or acquire a visa by false pretences or if the organizer fails to comply with the agreed payment arrangements in accordance with §6 of these 'General terms and conditions of business', the Hotel Bellevue is entitled to cancel the reservation agreement at any time without compensation. Under no circumstances is the organizer entitled to claim damages from the Hotel Bellevue.

5. Credit cards

We accept Visa / MasterCard / Maestro / Postcard /American Express / Diners Club

6. Terms of payment

Invoices from the Hotel Bellevue are due for payment without any deductions within 30 days of the date of invoice.

For reservations for more than 5 rooms, we reserve the right to charge either a down-payment of 50% of the agreed amount or another, individually agreed advance payment. A down-payment of 100% of the reserved accommodation can be requested for reservations with a foreign invoicing address or reservations from abroad. If the organizer fails to make the down-payment on time, the Hotel Bellevue is entitled to withdraw from the agreement in accordance with §4 of these 'General terms and conditions of business'.

7. Bank connection

Our banking details:

Bank:	Luzerner Kantonalbank, 6002 Lucerne
In the name of:	Hotel Hermitage Luzern AG, Bellevue au Lac, Seeburgstrasse 79, 6006 Lucerne
Account no.:	01-00-621929-09
Clearing no.:	778
Swift Code:	LUKBCH 2260A
IBAN Code:	CH6000778010062192909

8. Euro/Swiss franc exchange rate

The Swiss franc to Euro exchange rate is dependent on the daily rate. The prices in Euro given in our price lists and all-inclusive package arrangements are intended solely as guidelines and are therefore non-binding.

9. Credit vouchers for breakfast and other services

No credit vouchers are issued for breakfasts not eaten. If you wish to leave before 7 a.m., we will be pleased to provide you with a " breakfast box" to take with you.

We regret that we cannot reimburse you for any unused services in your all-inclusive package.

10. Children

Cots are provided free of charge for children under the age of 2 years.

Children up to the age of 3 years may sleep in their parents' bed free of charge.

Beds must be booked for children over the age of 4 years. If this is not complied with, charges of CHF 10.00 per day for breakfast and CHF 10.00 for any additional towels are made.

11. Smokers

Hotel Bellevue is a non-smoking hotel. Smoking is only permitted on the balcony or outdoors.

12. Dog owners

Our hotel is dog-friendly and you are welcome to bring your four-legged friend with you (a charge is made). Dogs may be taken into any room with the exception of the breakfast room.

We would like to point out that you will be held fully responsible and liable for any damage your dog may cause. In addition, we reserve the right to charge for any additional cleaning outlay that goes beyond standard cleaning.

13. Cooking in bedrooms

Hot meals may not be prepared or cooked in the bedrooms. However, the hotel's microwave oven is available for use in the breakfast room as well as hot water from the coffee machine. In the event of any failure to comply with this, we would like to point out that you will be held fully responsible and liable for any damage caused. In addition, we reserve the right to charge for any additional cleaning outlay that goes beyond standard cleaning.

14. Parking

Parking spaces are available on the hotel premises. There is a charge of CHF 5.00 per 24 hours. No reservations are required.

15. Applicable law/seat of jurisdiction

Swiss law will apply exclusively to reservation agreements including the 'General terms and conditions of business' and any supplementary agreements as well as any agreements concluded on the basis of these. The sole seat of jurisdiction for any disputes arising from these terms of business is Lucerne.

16. Final clauses

We reserve the right to adjust our prices at any time.
Any amendments to these 'General terms and conditions of business' must be made in writing.

Lucerne, July 2012