



BELLEVUE PALACE

BERN

Vers. AUG16

GCB - GENERAL CONDITIONS OF BUSINESS

1. CONDITIONS OF CONTRACT

In all matters relating to the conditions of contract, the Swiss Code of Obligations shall apply. A reservation shall be considered as definite upon receipt of a deposit or credit card guarantee. We reserve the right to debit any cancellation charges direct from the credit card. For guests resident in Switzerland, a reservation shall also be considered as definite upon receipt of a written confirmation (E-Mail, telefax, letter).

2. PRICES / METHODS OF PAYMENT

The agreed prices are those stated in the contract in question or in the corresponding price list(s). Prices are given in Swiss francs (CHF), are net and include service and VAT. Unless otherwise agreed, city tax, breakfast and other meals are not included in the room price.

We accept the following credit cards and methods of payment – American Express, Diners Club, Mastercard, Visa, JCB, Maestro, Postcard, travellers cheques and cash. We regret that we cannot accept personal cheques. Our bank details are as follows:

Bank	Credit Suisse / PO Box / CH 3001 Bern
Account Nr.	11318-91-1
Clearing	4835
IBAN	CH54 0483 5001 1318 9100 1
SWIFT	CRESCHZZ80A

3. ARRIVAL AND DEPARTURE TIMES

Guestrooms are available from 15.00 hrs on the day of arrival; until 12.00 hrs on the day of departure. In the event of earlier arrivals and/or later departures, special arrangements should be made with the hotel in advance. Should the room remain occupied on the day of departure beyond 12.00 hrs without prior agreement, the hotel reserves the right to invoice the guest for 50% of the room price (up to 18.00 hrs) or for 100% of the room price (after 18.00 hrs).

4. CONDITIONS OF CANCELLATION

Unless otherwise agreed, a room reservation may be cancelled by the guest free of charge up to 24 hours before the date and time (15.00 hrs) of his or her scheduled arrival. In the event of later cancellations, no-shows or earlier than scheduled departures, the hotel will invoice for the originally scheduled duration or for the full remaining duration of the stay (minimum 1 night). Should the guest not fulfil his or her contractual obligations (late cancellation, no-show, late arrival, early departure), he or she shall be held liable – in accordance with the Swiss Code of Obligations (OR 97ff / OR 264) – for any loss or damage suffered by the hotel.





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5. ROOM FURNISHINGS

All our rooms include a bath and/or shower, radio, TV, telephone, WiFi, safe and minibar. The total occupancy of a single room is 1 person, double rooms and suites can maximally be occupied by 2 persons plus max. 1 extra bed (not incl. in room rate).

6. PARKING

The Bellevue Palace Hotel does not have its own parking facilities. However, we shall be happy to park your car for you in an adjacent public underground garage. The regular public parking fees will be charged and payable by the guest. Please note that the hotel cannot be held liable for any damage which may be caused during the time the vehicle is parked in the garage.

7. PETS

Pets are welcome but shall not be permitted in the hotel bar, restaurant or on the terrace. The rate for pets is CHF 45 per night (excluding food) to cover special cleaning costs. We reserve the right to invoice guests for any damage caused by pets.

8. HOTEL LIABILITY

For property and possessions brought to the hotel by the guest, the hotel shall assume liability insofar as Swiss law applies. The hotel can accept absolutely no liability in the event of carelessness or negligence by the guest. Should the guest suffer any loss or damage or not be satisfied with the services provided by the hotel, he or she must inform the hotel immediately. Failure to do so will preclude the guest from any right to legal recourse. In the event of the hotel not providing the guest with the room reserved, the hotel shall be liable for any proven damage or loss suffered by the guest. Should the hotel not be able to provide the guest on his or her arrival with the category of room reserved, the hotel shall organize alternative accommodation of similar standard in another hotel and assume liability for any additional costs incurred by the guest (such as transport, accommodation, etc.) which exceed the originally-agreed price. Any claims against the hotel shall, in principle, lapse six months after the guest's effective day of departure – unless legal requirements permit a longer period of limitation.

9. CONCLUDING CLAUSE

For reservations greater than 10 rooms the "GCB for Events & Groups" will apply. The hotel reserves the right to change this GCB at any time.

Amendments to the contract or reservation confirmation should always be made whenever possible in writing. Unilateral amendments shall not be valid. By signing the contract or reservation confirmation – or by confirming unilaterally a booking – the guest indicates his or her full acceptance of these General Conditions of Business. The contract shall be subject to Swiss law exclusively. The sole place of jurisdiction shall be Bern, Switzerland.

Bern, AUG 2016

