



plattner & plattner
TOURISM EXCELLENCE

ALPINE LODGING · DEVELOPMENT · ART & DESIGN

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BOOKING CONDITIONS

ALPINE LODGING BY Plattner & Plattner

Plattner & Plattner AG Pontresina rents out holiday apartments (ALPINE LODGES) of the Seglias Pontresina AG. This latter company is also owned by Richard and Bettina Plattner-Gerber.

Payment conditions

Plattner & Plattner AG issues a booking confirmation, which also serves as an invoice.

Rental cost excluding additional costs have to be paid as follows:

- Deposit of CHF 500.00 at the time of the conclusion of contract.
- The balance has to be paid at the latest 30 days before the rental period starts.
- In the event of bookings, which are made less than 30 days before the rental period starts, the payment has to be made in full at the time of booking.

Any booking is confirmed when the deposit or the full payment has been received.

Our bank details

Credit Suisse, 7500 St. Moritz, account 80-500-4, IBAN CH82 0483 5130 6472 4100 0, BIC/SWIFT CRESCHZZ80A

Beneficiary: Plattner & Plattner AG, Via da la Staziun 12, 7504 Pontresina. The accounts receivable by Plattner & Plattner AG are composed of the total amount of rent plus the additional costs listed in the confirmation / invoice.

Prices, additional costs and packages

Rental prices listed in the rental contracts are binding. We reserve the right to adapt prices for circumstances outside our power of influence (e.g. currency fluctuations, newly introduced or increased taxes). The number of persons lodged in the rented accommodation may not exceed the number of beds listed in the rental contract. Additional costs and services used will be invoiced at departure at the latest.

Cancellation of rental contract

- Cancellations up to 30 days before the start of the rental period are free.
- Cancellations made between day 29 and day 15 before the start of the rental period: the tenant is liable to pay the owner/agent 50% of the confirmed price.
- Cancellation between day 14 and day 0 before the start of the rental period: the tenant is liable to pay the owner/agent 100% of the confirmed price.
- If the apartment can be rented out to another party after a cancellation, the owner/agent (i.e. Plattner & Plattner AG) is liable to return the full amount paid to the original client, minus a cancellation fee of CHF 50.--. We recommend that clients take out cancellation insurance cover.

Complaints

Should clients find any obvious defects in their rental accommodation they are to contact Plattner & Plattner AG immediately unless these defects can be remedied on the spot (phone 081 842 01 12, fax 081 842 01 13). This ensures that all the necessary measures can be taken to resolve the problem at hand or to organise an equivalent alternative accommodation. Should clients reject their booked accommodation or the alternative accommodation proposed by us, they forego any reimbursement by us. In such cases we also reject any liability. We remind our clients that complaints or any claims must be communicated to us within 72 hours after the start of a service used. Failing this, complaints or claims will not be considered. In addition, such claims are to be submitted in written form to Plattner & Plattner AG within 10 days after the end of the client's stay. Failing this, all claims for damages become null and void. Any claim for damages is strictly limited to the amount of the rental total. In cases where no agreement can be reached, Pontresina is the place of jurisdiction.

Force majeure

In a tourism context there is always the possibility of extreme events for which we cannot be held liable. If force majeure, natural disasters or natural forces prevent us from pursuing our rental activities we shall be entitled to cancel any booking without having to refund the client. In the event of other forces preventing us from delivering our services for which we cannot be held liable, we can either accommodate our clients in another holiday apartment or in an emergency cancel the booking. In such a case amounts already paid are returned to the client; any further claims are however rejected.

Liability

Plattner & Plattner AG is liable for the correct reservation locally. Plattner & Plattner AG is not liable for unforeseeable events which lie outside their sphere of influence, such as:

- Failure or disruption in water and/or electricity supplies, or in structural services such as heating, lifts, etc.
- Reductions in the rental value as a consequence of natural damages, temporary increase in noise emissions, e.g. road diversions, building sites etc. Tenants are fully liable for any damages which have verifiably been caused during their period of tenancy.