

HOTEL STERNEN



OERLIKON

ZÜRICH

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Modernes Stadthotel.
56 klimatisierte Gästezimmer.
Zwei Sitzungsräume bis 24 Personen.
Frühstücks-Lounge. Eigene Parkplätze.

General Terms & Conditions Hotel Sternen Oerlikon

1. Object

These **General Terms & Conditions** govern the legal relationship between you and Hotel Sternen Oerlikon. The booking confirmation or the quotation you signed by way of confirmation is the basis for both direct and online bookings.

2. Expiry dates

Expiry dates for quotations and booking confirmations, etc., are binding for both parties. Once the expiry date has passed, Hotel Sternen Oerlikon is entitled to cancel the booking, automatically and without further enquiry.

3. Prices

Prices are in Swiss francs (CHF) and are inclusive of VAT. Prices in euros are given for orientation purposes; conversion is effected at the exchange rate on the day of processing. We reserve the right to adjust the published prices at any time. The prices specified in the booking confirmation issued by Hotel Sternen Oerlikon apply.

4. Cancellation of bookings

If you book one or more rooms without guaranteeing your booking by way of credit card payment, we will keep the room(s) for you until 4:00 p.m. on the arrival day. If you do not arrive by this time, Hotel Sternen Oerlikon will automatically cancel your booking. Free cancellations of bookings with "non-refundable rates" are not possible. The booked nights will be charged to your credit card.

If you guaranteed your booking by way of credit card payment, and if you subsequently cannot / do not want to make use of the booking, you must cancel the booking by at the latest 4.00 p.m. on the arrival day. In the case of late cancellation, no-show, late arrival or early departure, your first booked overnight stay will always be invoiced / charged to your credit card.

5. Terms of payment

We will send invoices to company addresses in Switzerland provided we receive, in advance, written confirmation that the company will cover the booked services. We do not send invoices to addresses outside of Switzerland. We reserve the right to request a prepayment, depending on the scope and type of the booking. We accept payment by VISA, MasterCard, Diners, American Express, EC-Maestro and REKA or in cash (CHF, €, \$)

6. Damage and theft

Customers are liable towards Hotel Sternen Oerlikon for any damage and loss they or their guests cause, whereby Hotel Sternen Oerlikon does not have to establish fault on the part of the customer. Hotel Sternen Oerlikon declines all liability for theft of and damage to items brought onto the premises by guests or third parties. Hotel rooms are reserved for use by the registered guests. Guests wishing to assign the room to a third party must obtain advance written consent from the Hotel Sternen Oerlikon management.

7. Applicable law, place of jurisdiction

Swiss law is applicable to the legal relationship between you and Hotel Sternen Oerlikon. In the event that a provision of the contractual relationship should be found to be invalid, the validity of the remaining provisions of the contract shall remain unaffected. Zurich is the agreed place of jurisdiction; however, Hotel Sternen Oerlikon reserves the right to pursue legal action at the place of domicile of the defendant. Deviating agreements or supplementary arrangements must be made in writing.

December 2011