

Zernez, November 2021

## **General Terms and Conditions (GTC) for the Chamanna Cluozza**

### **1. Scope of application**

The General Terms and Conditions (GTC) apply to all reservations at the Chamanna Cluozza.

### **2. Guest accommodation contract and reservation**

2.1 The guest accommodation contract is concluded directly and exclusively between the person making the reservation (subsequently referred to as the guest) and the responsible hut keeper.

2.2 The reservation of sleeping accommodation with half board is mandatory and becomes binding for both parties when it is confirmed verbally or in writing. The GTC become effective with each confirmation.

2.3 Credit card details must be provided when reserving the accommodation online.

### **3. Reservation conditions / no-show fee**

3.1 Cancellations, changes and postponements of reservations must be made no later than 48 hours before the reserved overnight stay until 6 p.m. via the online reservation system or by telephone. In this case, they are free of charge.

3.2 For cancellations and postponements of reservations or changes to the number of people that are not reported or are reported too late, the hut keeper is entitled to charge the no-show fee to the credit card.

3.3 The Chamanna Cluozza's no-show fee is CHF 70 per person per night, irrespective of the room category booked and the age of the guest.

Art. 3.1 and 3.2 also apply in the event of early departure.

#### 4. **Cancellation by the hut keeper**

The keeper of the Chamanna Cluozza may withdraw from the contract under the following conditions:

- Force majeure (act of nature) or other circumstances beyond the control of the keeper.
- A guest commits a serious breach of the hut rules during his/her stay.
- The purpose or reason for the stay is unlawful.

In the event of withdrawal by the hut keeper for the previously mentioned reasons, the guest is not entitled to any compensation. Compensation for the booked services remains owed in principle within the framework of the cancellation conditions, except in the case of force majeure.

#### 5. **Identification requirement**

Reduced overnight rates for Pro Natura members are only granted on presentation of a valid identity card. In private huts there is no reciprocal right for SAC members or members of any other organisation.

#### 6. **Payment**

Accommodation and catering costs are to be paid on the day of departure at the latest. Please pay in cash, CHF or Euro (at the current exchange rate). Due to lack of mobile phone coverage, payment by credit card or by TWINT is not possible.

#### 7. **Disclaimer**

All written and verbal information provided by the Chamanna Cluozza hut keepers (e.g. about touring conditions, weather situation, choice of route, etc.) is given with the greatest care and to the best of his or her knowledge and experience. However, the hut keeper accepts no responsibility for this. All decisions regarding tours, routes etc. are the responsibility of the guest. The hut keeper and the Swiss National Park accept no liability for damage of any kind that may result for the guest from the use of this information.

#### 8. **Applicable law and place of jurisdiction**

The general terms and conditions for the Chamanna Cluozza are subject to Swiss law. The place of jurisdiction is Zernez.

Zernez, November 2021

The hut keeper(s): Nicole & Artur Naue



*Chamanna  
Cluozza*

*The General Terms and Conditions for the Chamanna Cluozza have been approved by the Swiss National Park administration and become legally binding on 1 November 2021. In cases of doubt, the [German version of the General Terms and Conditions](#) applies.*