



## General Terms and Conditions Hollandiahütte from 1.5.2024

### Reservation & cancellation conditions are as follows:

- 1) A reservation is binding in both written and verbal form. It only comes about through a confirmation from the hut (via booking confirmation of your online reservation or oral confirmation by hut warden).
- 2) It is the guest's responsibility to inform the hut in good time of any postponements, cancellations or tour changes.
- 3) Cancellations, changes in group size and reservation date must be reported by the guest by email or telephone no later than **24 hours before dinner** on the day of arrival or at **18 o'clock (6pm)** the evening before the booked overnight date.
- 4) Cancellations, changes in group size and reservations **for 7 or more guests** must be reported to the hut warden by e-mail or telephone no later than **48 hours** before arrival.
- 5) All short-notice changes with a lead time of **less than 24 hours** must be communicated by telephone with the hut warden and will be penalised with the fee of the half board.
- 6) **No shows** or **cancellations** reported **after 24 hours** before arrival will be charged 100%.
- 7) In the event of unforeseen events or events that are not your fault (accident, death) that make it impossible to use the reserved services, the hut warden must be informed as soon as possible by telephone or e-mail. The compensation according to Art. 5 and 6 does not apply.
- 8) Late arrival: Dinner is served promptly at 6 p.m. If you arrive late, after 6 pm without notice (by phone!), we will charge a fee of CHF 10 per person.

### Additional:

- 9) If you have allergies, intolerances or if you would like a vegetarian or vegan menu, please let us know when you book! Any information received after 24 hours before arrival may no longer be taken into account. Thank you for your understanding. We accept no liability in the event of an allergic attack if this has not been reported beforehand.
- 10) With the reservation/booking you have made, you agree to the «Hut etiquette» and comply with them.
- 11) We ask that you only visit the hut if you are in a completely healthy physical and mental condition. Should you become ill during your stay or during the ascent, we only have the bare essentials (first aid kit). You are responsible for a possible helicopter transport and in the event of a rescue you would have to organize the helicopter transport or call "112".