

Terms and Conditions Sport Resort Fiesch

1 GENERAL

1.1 SCOPE

The terms and conditions listed here apply to all guests and guest segments (groups and independent travellers) at the Sport Resort Fiesch.

- The conditions for **groups** apply from a minimum of 10 booked beds. Groups are hereinafter referred to as «organisation».
- Point 5 lists the additional terms and conditions for **independent travellers** and families.
- For «**large groups**» with over 300 participants, separate and sometimes multi-year contracts with additional conditions are drawn up.

1.2 BOOKINGS

The booking is binding once the booking confirmation or the long-term contract has been signed and returned to Sport Resort Fiesch. By signing, the organisation notes and accepts the terms and conditions of Sport Resort Fiesch and the instructions to group leaders.

Written confirmation: E-mails are also considered being written confirmation. Booking confirmations are binding both with electronic signature (return of the scanned document) by e-mail and/or original signature (returned by postal mail).

1.3 STAY

The stay at Sport Resort Fiesch takes place as booked and planned by the organisation. Sport Resort Fiesch carefully and professionally provides the booked services within its framework of operational resources and expected requirements.

Additional, not pre-booked services can be booked in arrangement with Sport Resort Fiesch. These services will be invoiced additionally according to the price list.

1.4 FOOD & BEVERAGE

No outside food and beverages are allowed. This must be adhered to in particular at the “Berghaus” and the “Baumbar”. We may grant exceptions for special dietary needs through a written agreement. In this case, Sport Resort Fiesch may demand a service fee or corkage.



1.5 ACCOMODATION

The booked accommodation will be available to the organisation from 3.00 pm at the latest on the agreed day of arrival. There is no right to check in earlier.

The organisation agrees to use the accommodation and facilities with care and respect and to hand them over on the agreed day of departure in a clean condition, free of rubbish, in accordance with the instructions provided. In the event of non-compliance with these requirements, Sport Resort Fiesch may charge additional cleaning costs.

General safety recommendations, such as the maximum number of people permitted in a room or the prohibition on entering designated areas (construction sites, balconies, etc.), must be followed.

2 TERMS OF PAYMENT

2.1 PRICES

All prices are strictly net, incl. VAT.

The prices are per night/person. (There may be exceptions where separate contracts with flat rates or other arrangements are in place).

The visitor's and sport's taxes are not included in the price and will be charged additionally according to the applicable rates.

2.2 DEPOSIT

The deposit agreed in the booking confirmation must be transferred to the Sport Resort Fiesch's bank account within the deadline specified there. If this deadline is missed, Sport Resort Fiesch may offer the accommodation to other guests.

2.3 FINAL ACCOUNT

Payment of the final invoice must be made within 10 days of your stay.

3 CANCELLATION / EMPTY BED FEE

3.1 CANCELLATION OF YOUR BOOKING / CANCELLATION FEE

If the organisation cancels the booking, it must in all cases pay a percentage of the total amount specified in the contract.

The following conditions apply in case of cancellation:

- | | |
|---|------------------------------|
| a) up to 6 months before arrival: | 10% of the total cost |
| b) between 3 and 6 before arrival: | 30% of the total cost |
| c) less than 3 months before arrival/no-show: | 50% of the total cost |



The cancellation of your booking must be notified by registered mail (the date of the postmark is decisive) and/or via e-mail.

3.2 EMPTY BED FEE, UNDER-OCCUPANCY, AND OVERCROWDING

- a) **Under-occupancy:** The free tolerance limit is 10% of the registered number of participants. If the 10% limit is not reached, the Organisation must pay compensation of CHF 10.00 per bed/night for each additional unused place.
- b) **Overcrowding:** In case of overcrowding, the effectively occupied places will be charged. Upon arrival, a list of all participants (surnames, first names and date of birth) must be provided.
- c) **Changes during your stay:** upon arrival, the exact number of participants must be communicated.
 - **Early departures:** In case of proven medical reasons, early departures of individuals will be credited in the billing.
 - **Late arrivals:** Additional persons will be charged.These changes must be reported by 5:00 p.m. on the respective day. Subsequent notifications of departure can no longer be taken into account for the billing.
- d) **Underuse of beds:** If 1 to 2 beds (depending on room size) are not used, a surcharge will be charged.

3.3 CANCELLATION OF BOOKED SPORTS OFFERS

The reserved sports offers with animation (rope park, climbing) can be cancelled free of charge up to 7 days before the arrival. From 6 days 50% of the costs will be charged.

4 LIABILITY

- a) The organisation, which legally signed the booking, is liable to Sports Resort Fiesch for all damages and loss caused by it and/or its participants.
- b) In the event of an accident, participants are liable for all costs with their private health and accident insurance.
- c) Sport Resort Fiesch declines all liability for theft. Organisers must take measures within their groups to reduce the risk of theft to an absolute minimum. Larger amounts of cash and/or valuables can be deposited at reception to be stored in the hotel safe.

5 ADDITIONAL TERMS AND CONDITIONS FOR INDEPENDENT TRAVELLERS

5.1 CHECK-IN

The booked accommodation will be available from 3 p.m. on your scheduled day of arrival. Early check-in is not possible.



5.2 CHECK-OUT

On the day of the departure, please check out and return the keys by 10 a.m. In case of late check-out, Sport Resort Fiesch may charge 50% of the full accommodation price (see price list) until 6 p.m., and 100% from 6 p.m. onwards.

5.3 CANCELLATION CONDITIONS FOR INDIVIDUAL GUESTS / FAMILIES

Sport Resort Fiesch must be notified immediately of any cancellation of the booking, reduction in the number of participants or change to the length of stay. No charges apply up to 3 days before arrival; thereafter, a cancellation fee of 100% of the total package price will be payable.

5.4 CANCELLATION CONDITIONS FOR GUESTS IN CHALETS AND APARTMENTS

Cancellation of the booking is free of charge up to one month before arrival. After this point, a cancellation fee of 100% of the total package price will be charged.

6 FINAL PROVISIONS

6.1 GOVERNING LAW AND JURISDICTION

These terms and conditions are governed by Swiss law. Any disputes will be submitted to the competent court of Fiesch, Switzerland.

Fiesch, 01 Mai 2026

Cooperative Feriendorf Fiesch



Werner Augsburger

President



Barbara Moosmann

Director

