

General Booking Terms and Conditions Sunstar Hotels

Sunstar Price Philosophy



I. BOOKINGS

By completing the final registration, the guest automatically acknowledges these general terms and conditions. They become binding once you receive the written booking confirmation from Sunstar Hotels, which is sent within three working days. Please check the confirmation and inform us of any mistakes or alterations immediately.

2. PROVISIONAL BOOKING (OPTION)

Up to 21 days before the date of arrival, a provisional booking of a room can be held for 7 days and thereafter (until no later than 5 days before arrival) the reservation period is for 24 hours. If you do not make a definite booking by the expiry of the reservation period, the reserved room will be released again with no costs incurred.

3. ADVANCE PAYMENT

Depending on season and place the hotel may ask for an advance payment.

4. CANCELLATIONS

Cancellation charges are based on the date on which notification of the cancellation or a booking change is received at the Sunstar hotel or at the Reservation Centre. The cancellation charge as a proportion of the room rate (BB) or special offer for the complete stay is as follows:

- *Up to 21 days before arrival:*
Free of charge
- *Between 20 and 7 days before arrival:*
25%, max. CHF 100.– p.p. (Main season in winter/over New Year: max. CHF 200.– p.p.)
- *Between 6 and 1 days before arrival:*
50%, max. CHF 200.– p.p. (Main season in winter/over New Year: max. CHF 400.– p.p.)
- *On arrival date:* 75%, max. CHF 300.– p.p. (Main season in winter/over New Year: max. CHF 600.– p.p.)
- *Early departure:* 75% of the unused services, max. CHF 300.– p.p. (Main season in winter/over New Year: max. CHF 600.– p.p.), plus any services actually used.

Special feature of Sunstar Hotels

- *Reimbursement of cancellation charges when you book another stay:* Provided that you present an invoice showing payment of a cancellation charge,

KEY

DBL Double room **SGL** Single room **FR** Family room **CR** Corner room **BR** Bedroom **DUP** Duplex room **JS** Junior Suite **B/S** Bath tub with shower **S** Separate shower **Ba** Balcony **EB** Extra bed **HB** Half-board **BB** Bed and breakfast **S** Summer **W** Winter

MEANS OF PAYMENT

CASH CHF; foreign currencies: €, \$, £ **CREDIT CARDS** MasterCard, VISA, American Express, Diners **BANK CARDS** Maestro (ec-direct), Postcard **PARTNER CARDS** Bonus Card (Jelmoli and partners), myOne (Manor and partners) **OTHER** Traveller Cheques, Reka cheques, WIR cheques (max. 30%), Sunstar shareholder vouchers (max. 50% on BB prices; excl. main season in winter), Privilège Preferential Cheques (max. 35% on BB prices)

and subject to the deduction of a processing fee of CHF 50.– per booking, we will reimburse you that cost if you stay in the same Sunstar Hotel within a year of the date of issue of the invoice for cancellation charges, subject to the following conditions:

- + this credit is non-transferable and can only be used for overnight stays/breakfast (not for meals and/or other services).
- + you are not allowed a refund for a cheaper stay, nor can the credit be divided between more than one stay.

5. CANCELLATION COVER

We recommend insurance be taken out against possible holiday cancellation to cover the aforementioned costs listed under point 4 (illness or accident of the person has the reservation or a death in the family). It has to be announced at the latest 7 days after the booking. We can gladly provide you with an appropriate policy for CHF 19.– per room (main season in winter/over New Year: CHF 38.–). The amount will be charged on your hotel invoice. In case of a cancellation the bill will be sent to your home address. In addition we recommend that you have sufficient accident insurance, since Sunstar is not liable e.g. for any sporting accidents that happen through no fault of our own.

6. BOOKING CANCELLED BY SUNSTAR

Sunstar Hotels reserves the right, in exceptional cases such as

- the hotel becoming uninhabitable due to force majeure
- the hotel closing, or the opening dates changing, for economic or legal reasons
- if the minimum number of participants is not reached

to declare a confirmed booking no longer valid, at no cost to Sunstar or the guest. Sunstar will endeavour to offer an alternative holiday of equal value (different hotel, different time of year).

7. PLACE OF JURISDICTION

Exclusive place of jurisdiction is Liestal. Swiss law applies.

ALWAYS INCLUDED

SLEEPING & LIVING

- + Overnight accommodation in double or single room with bath/shower and toilet

EATING & DRINKING

- + Lavish breakfast buffet
- + Drinks from the minibar (mineral water, soft drinks, fruit juice and beer); excl. Family Hotel Davos
- + Apéritif with your hosts, once a week

SPORT & LEISURE

- + Use of indoor pool (Flims: small leisure pool) and steam bath, in some hotels sauna

ENTERTAINMENT & FUN

- + Varied programme of activities, in some cases for a supplement
- + Musical entertainment several times a week

TRAVEL TO AND FROM THE HOTEL

- + Sunstar SBB rail ticket for return travel from your home in Switzerland or the border in 2nd class (from stays of 7 nights or more for direct bookings. Children from 6–15 years Junior Card: CHF 20.–/year.)
- + Return transfer to and from local railway/bus station

CLIMATE-NEUTRALITY

- + Climate-neutral holidays: Sunstar fully offsets the CO₂ emissions from its hotels

DIVERSE

- + VAT, service and local taxes

ON REQUEST

(prices in CHF per person/night)

Service	Summer 11	Winter 11/12
Half-board 4-course dinner with choice	39.–	39.–
Davos*** without choice	33.–	33.–
Half-board PLUS ⁽¹⁾	51.–	51.–
Davos*** without choice	45.–	45.–
Spa PLUS ⁽²⁾	15.–	15.–
Indoor car-park	10.–	15.–
Dog/cat (excl. food/room)	10.–	12.–

⁽¹⁾ incl. 2 dl selected wine (premium quality) and 5 dl Eptinger mineral water

⁽²⁾ can be booked for your whole stay of 3 nights or more in the Sunstar Hotels in Arosa, Davos and Grindelwald, unlimited access to the Spa Centre and Fitness Centre

CHILDREN AND ADDITIONAL PERSONS

(prices in CHF per person/night)

Supplements in normal bed	Summer 11	Winter 11/12
Children up to 5 years		
· all hotels	0.–	0.–
Children 6 to 15 years		
· Arosa	30.–	70.– ⁽¹⁾
· other hotels	30.–	50.–
Adults		
· Arosa	30.–	70.– ⁽¹⁾
· other hotels	30.–	50.–

⁽¹⁾ incl. ski and hiking pass

Reductions in normal bed	Summer 11	Winter 11/12
Children up to 5 years Reduction on adult price		
· Arosa	60.–	120.– ⁽¹⁾
· other hotels	60.–	100.–
Children 6 to 15 years Reduction on adult price		
· all hotels	30.–	50.–
Adults Double for single use ⁽²⁾		
· Arosa	60.–	120.– ⁽¹⁾
· other hotels	60.–	100.–

⁽¹⁾ incl. ski and hiking pass

⁽²⁾ Red. on room price with 2 persons

DISCOUNTS

Profit from up to 30% discount on rack rates, without special offers (Reduction per room/night, discounts are cumulative; exception: group discount)

PREFERENTIAL PACKAGES

Stay from
· Fri–Fri, Sat–Sat, Sun–Sun (7 n)
· Sun–Fri (5 n)
· Fri–Sun (2 n)
up to 10% discount → price list

BENEFITS FOR EARLY BOOKERS

Bookings up to 6 months in advance: reduction CHF 5.– per day/room

WEBSITE BONUS

Online booking at www.sunstar.ch: reduction CHF 5.– per day/room

LOYALTY DISCOUNT

Bonus-Pass up to 15% discount

GROUP DISCOUNT

From 10 people on the same terms 10% discount on BB prices

Exchange rate: CHF 1.– = € 0.77 (as of April 2011), where payment is in €, the daily exchange rate applies.