

GENERAL TERMS AND CONDITIONS – (INDIVIDUAL GUESTS)

Badrutt's Palace Hotel AG in St. Moritz will be happy to arrange a relaxing stay for you. To ensure you have a successful stay, we request that you carefully read the following terms and conditions which form an integral part of the contract. We would like to thank you for your understanding and for your acknowledgement.

1. AREA OF VALIDITY AND CONTRACT PARTNER

The general terms and conditions (GTCs) apply to the contractual relationship between the individual guest (hereinafter referred to as the "individual guest", "guest", "you" or "customer") and Badrutt's Palace Hotel AG (hereinafter referred to as the "hotel" or "we"). Individual guests are deemed to be all guests holding reservations for up to 9 accommodations per night. Reservations for 10 accommodations per night or more groups up to and including 9 people. Groups of over 10 people are deemed to be group bookings and are subject to the terms and conditions for groups.

2. CONCLUSION OF CONTRACT

1. The provisions of the Swiss Code of Obligations apply to the conclusion of the contract. Normally, the contract is concluded by a reservation confirmation signed by both parties, an electronic reservation confirmation or by the unconditional acceptance of an offer of the hotel, by the guest.
2. You acknowledge the version of the GTCs valid at the moment the contract is concluded.
3. Any other contractual conditions, even those which the customer declares are applicable upon the acceptance of the contract, are only valid if and to the extent that they have been explicitly recognised by the hotel as valid in written form.
4. If the guest desires services which are not provided by the hotel, the hotel shall merely act as the intermediary. These services are charged separately and the contracts for these services are not concluded with the hotel.
5. If a third party makes a booking for the guest, this third party is liable to the hotel together with the guest as a joint debtor for all the obligations from the contract. Each third party/buyer is obliged to forward all booking-relevant information, in particular these GTCs, to the guest.
6. The subletting of the rooms provided and their use for other purposes than for accommodation requires the prior consent of the hotel in written form.



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3. SERVICES, PRICES, DOWN-PAYMENTS, INVOICING

1. The hotel is obliged to keep the rooms booked by the guest ready as per the specifications of these GTCs, and to perform the agreed services.
2. The guest is obliged to pay the applicable or agreed price of the hotel for the provision of the room and the other services it has used. This also applies for services placed by the guest and expenses of the hotel with third parties. The agreed prices are quoted in Swiss Francs, including the legally applicable VAT rate. If the period of time between the conclusion of the contract and the arrival of the guest exceeds four months, and the legal VAT rate or any other local taxes and duties increase, or if new local taxes and duties are introduced, the hotel reserves the right to increase the agreed prices by the amount of the rise in VAT or local taxes and duties, or by the amount of the newly-introduced local taxes and duties.
3. Provided no other written agreement is made to the contrary, the prices are quoted incl. breakfast.
4. Depending on the scope of the booking, the guest is required to make a down payment or provide a guarantee via credit card with the corresponding signature or electronic data entry. If a deposit is agreed upon, it must be paid within the agreed period; otherwise, the hotel may dispose of the rooms without setting a grace period.
5. To validate the credit card, an authorisation of CHF 1 will be placed. This amount is not charged and serves solely for verification purposes.
6. The invoice is – provided nothing else has been agreed in writing – to be paid at the latest when the guest departs. The hotel accepts cash and credit cards (Eurocard/Mastercard, VISA, American Express, Diners Club, JCB and CUP) as forms of payment. Cheques are not accepted.
7. Invoices of the hotel without a due date are to be paid within 10 days of the date of invoice, without deduction. The hotel is permitted to invoice any charges incurred at any time and to request immediate payment. In the event of a default in payment, the hotel is permitted to charge the legally-applicable default interest of 5% of the invoice amount, after the first reminder. The hotel reserves the right to prove it has incurred greater damage.
8. From the age 12, each guest must pay the tourist tax of CHF 5.- separately, this is not included in the room rate.

4. GUEST ROOMS / CANCELLATION PROVISIONS AND ARRIVAL / DEPARTURE TIMES

The hotel rooms are available to guests from 3 pm and are available until 12 pm on the departure date. In the event of early arrival or late departure, the rooms can also be used earlier or left later in coordination with the hotel. If the room is used longer by the guest, without prior consultation, the hotel can invoice 50% of the listed room price until 6 pm, and 100% from 6 pm. If the guest is unable to depart due to illness or quarantine, the additional nights will also be charged to the guest. In such cases, there may also be affected subsequent bookings, so the hotel reserves the right to charge the full amount of the subsequent booking to the guest. Therefore, the hotel recommends its guests to take out travel insurance as well as health insurance before starting their journey, which includes the cost of private repatriation

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Cancellation provisions

Cancellation by the guest

If a guest uses an ordered room later than agreed, not at all, or if the guest cancels the room early, the following cancellation provisions shall apply:

Summer season:

Up to 5 days before arrival	no cancellation fees
4 days before arrival and less	100 % of the price

Winter season:

Up to 7 days before arrival	no cancellation fees
6 days before arrival and less	100 % of the price

Snow Polo (22.01.-24.01.2027):

Up to 30 days before arrival	no cancellation fees
29 days before arrival and less	100 % of the price

THE ICE (29.01.-31.01.2027):

Up to 30 days before arrival	no cancellation fees
29 days before arrival and less	100 % of the price

Peak season (13.02. – 19.02.2027)

Up to 30 days before arrival	no cancellation fees
29 days before arrival and less	100 % of the price

Early Bird Rate & Stay 4 pay 3

After completing the booking	100 % of the price
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(This corresponds to the non-refundable deposit)

For the Helen Badrutt Suite, Hans Badrutt Suite, and The Tower Penthouse Apartment, as well as for bookings or a combination of bookings exceeding CHF 30,000, the following conditions apply:

Winter season:

Up to 30 days before arrival	20 % of the price
29 days before arrival and less	100 % of the price

Summer season:

Up to 14 days before arrival	20 % of the price
13 days before arrival and less	100 % of the price

For the Helen Badrutt Suite, the Hans Badrutt Suite, The Tower Penthouse Apartment, as well as for bookings or a combination of bookings exceeding CHF 30,000, a prepayment of 20% of the agreed arrangement is required at the time of booking in order to finalize the reservation. This deposit is non-refundable. The remaining 80%



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is due 14 days prior to arrival during the summer season and 30 days prior to arrival during the winter season.

1. The receipt of the cancellation by the hotel is authoritative for the calculation of the cancellation fee.
2. The modification of a booking after check-in causes 100% of the price to be charged.
3. In the event of a cancellation, no commission will be paid to third parties on any applicable cancellation fees. These fees are exclusive of VAT and also take into account potential lost revenue from ancillary services, such as restaurant visits and spa treatments, without any additional charges being applied for such services.
4. The hotel reserves the right to adjust the cancellation conditions individually and in writing depending on the scope of the booking; this is noted in the reservation confirmation. An annulment/change of the cancellation period by the guest is only possible with the written consent of the hotel.

Cancellation by the hotel

1. Rooms are only allowed to be used for accommodation purposes. The hotel is permitted to terminate the contract immediately and without notice, if the contract was concluded with incorrect or misleading details, or if the room is not used in accordance with the contract.
2. If an agreed down payment is not made, even after the expiry of suitable grace period set by the hotel, the hotel is permitted to withdraw from the contract.
3. Furthermore, the hotel is permitted to withdraw from the contract extraordinarily on justified grounds, for example if
 - Force majeure or other conditions which are not the fault of the hotel which make the execution of the contract impossible.
 - The hotel has justified cause to assume that the use of the hotel services could danger smooth business operations, safety or the hotel.
4. In the case of justified cancellation by the hotel, the customer is not entitled to compensation.
5. If the hotel does not meet its duty to perform due to overbooking, it must offer the guest an equivalent room in another hotel.

Cancellation by the guest

1. The cancellation conditions that were confirmed to the guest in writing at the time of reservation apply.
2. If the guest misses or cancels the stay for any reason, in particular due to illness, the cancellation conditions continue to apply. The hotel therefore recommends that guests take out travel insurance so that any cancellation costs incurred by the guest can be reimbursed by the insurance company.

5. LIABILITY OF THE HOTEL

1. If the hotel services are defective or have errors, the hotel shall strive to take remedial action as soon as complaint is reported by the guest. If the guest culpably fails to report a defect to the hotel, it is not entitled to a claim to reduce the contractually-agreed fee.



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2. The hotel is liable according to legal provisions for all damage from the injury to life, body and health, as well as in case of the assumption of a guarantee by the hotel and maliciously-concealed defects.
3. In case of other defects, the hotel is only liable for wilful intent and gross negligence. Liability for minor negligence and for auxiliary people is fully excluded.
4. The hotel is liable for items brought by the guests into its premises in accordance with legal provisions. Liability for slight negligence is explicitly excluded.
5. If a guest is provided with a parking space in the hotel garage or on the hotel's car park, even for a fee, no custody agreement is concluded as a result. The hotel has no monitoring obligation. If parked or taxied vehicles and their contents are lost or damaged on the hotel premises, the hotel is not liable for them, provided the hotel, its legal representatives or vicarious agents have not acted with wilful intent or gross negligence. In these cases, the damage must be asserted against the hotel at the latest upon leaving the hotel premises.
6. The hotel assumes no liability for services of sub-contractors performed at the hotel, namely the Palace Ski School and the Palace Sport Shop.
7. All claims against the hotel shall expire in general six months after departure, provided the mandatory legal provisions do not specify longer periods.

6. DATA PRIVACY

The collection and processing of personal data about the guest by the hotel is explained in the data privacy statement. This forms an integral component of these GTCs. The data privacy statement can be accessed [here](#).

7. ASSIGNMENT

The hotel reserves the right to assign or pledge the price claims against the client arising from this contract, including any partial instalments, default interest and dunning fees, to third parties.

8. CLOSING PROVISIONS

1. If individual provisions of these general terms and conditions for hotel accommodation are or become unenforceable or invalid, the validity of the rest of the provisions is not affected. The legal provisions apply in general.
2. This contract is exclusively subject to Swiss law.

The parties hereby agree that the exclusive place of jurisdiction is St. Moritz / Switzerland.

Status: April 2026