



BOOKING CONDITIONS

The Engelberg-Titlis Tourismus AG handles holiday flats, houses and hotel accommodation on behalf of the present owners or their official representative. Full information concerning the lodging to let or the hotel, as the case may be, is compiled by us with the utmost care. The Engelberg-Titlis Tourismus AG regrets but declines all responsibility for any unnotified changes made afterwards.

Conditions for payment

Holiday apartments and packages:

Engelberg-Titlis Tourismus AG will prepare the invoice, which serves as the lease, in accordance with the following terms of payment: a deposit amounting to 40% of the total booking amount plus a possible cancellation insurance. Up to 60 days prior to arrival it is also possible to pay by invoice, in accordance with the following terms of payment: a deposit amounting to 40% of the total booking amount plus possible cancellation insurance. The total amount is due 30 days prior to arrival.

Conditions for payment

Hotel reservations:

The total amount is generally payable directly at the hotel. Hotels require credit card details in order to guarantee your reservation. As such, we will pre-authorize your credit card at the time of booking. Please check the room details for booking and cancellation conditions of the hotel prior to making your reservation. For certain rates or special offers, please note that your credit card may be charged (sometimes without any option for refund) upon reservation and confirmation of the booking. Please check the room description on our website thoroughly.

Our bankers: Sparkasse Schwyz CH-6390 Engelberg, account no. 16 6.211.034.09 Clearing No. 6633. IBAN-Nr.: CH92 0663 3016 6211 0340 9, BIC-Code: RBABCH22633
Payments in EURO on account no. 4402244 at the Sparkasse Hochschwarzwald, Am Postplatz 10, DE-79822 Titisee-Neustadt (BLZ 680 510 04).
IBAN-Nr.: DE45 6805 1004 0004 4022 44, BIC-Code: SOLADES1HSW

Cost and extras

The price in CHF stated in the lease is binding for the rent. EUR prices are guiding prices only. The exact exchange rate will be defined on the day of booking. We reserve the right to make cost adjustments for reasons beyond our control (e.g. currency fluctuations, newly-introduced or raised taxes). In individual cases the extras mentioned are an indication only and can therefore be subject to some slight adjustments. **Rented premises may not be occupied by more than the maximum number of people (children included) stated in the lease.**

Cancelling and modifying the lease

Holiday apartments and packages:

Should the lessee wish to cancel the existing contract, the following conditions will apply:

Up to 90 days before arrival, 75% of the deposit will be refunded. Up to 30 days before arrival, the entire deposit is forfeit. The total amount is due after this deadline. For these cancellations or modifications the Engelberg-Titlis Tourismus AG will charge CHF 50.00 booking fee. If the room or flat, as the case may be, can be let following cancellation, the Engelberg-Titlis Tourismus AG is obliged to reimburse the full amount, minus a cancellation charge or booking fee of CHF 50.00 Engelberg-Titlis Tourismus AG recommends guests to take out a cancellation insurance. Should the lessee cancel the reservation for reasons such as illness, accident or death the entire amount, minus the cancellation insurance and a booking fee of CHF 50.00 will be refunded if a medical certificate can be shown.



ENGELBERG-TITLIS TOURISMUS AG

KLOSTERSTRASSE 3 | CH-6390 ENGELBERG | SWITZERLAND

TEL +41 41 639 77 77 | FAX +41 41 639 77 66

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Cancelling and modifying the lease

Hotel reservations:

By making a reservation with a hotel, you accept and agree to the relevant cancellation and no-show policy of that hotel, the general cancellation and no-show policy of each hotel is made available on our website on the hotel room description and on our booking confirmation. Please note that with any adjusting or cancelling of your reservation you may be charged with the according fee by the hotel. Please check the room details thoroughly for any such conditions prior to making your reservation.

Complaints

The information contained in the system has been carefully and conscientiously collected. If, however, shortcomings should be detected, in so far as the fault cannot be remedied on the spot, the Engelberg-Titlis Tourismus AG should be notified without delay by telephone or telegraph (phone: +41 (0)41 639 77 77, fax: +41 (0)41 639 77 66) so that all necessary steps may be taken to rectify the situation or to make equivalent accommodation available. Should the holiday guest not claim his reserved accommodation or an equivalent alternative proposed by ourselves, no refund will be made by us. Likewise, we disclaim any responsibility in such cases. Guest attention is expressly drawn to the fact that only complaints or eventual claims received within 72 hours of taking possession of the service can be considered. In addition these claims must be notified in writing to the Engelberg-Titlis Tourismus AG within 10 days of the end of your stay otherwise any claim for damages is forfeited. Claims for damages cannot exceed the rental price. If no agreement can be reached the Sarnen, Canton Obwalden, Switzerland, jurisdiction is valid.

Acts of god

Extreme cases can always occur in the tourist trade. If an Act of God, environmental catastrophe or natural disaster should hinder our handling service we are entitled to cancel reservations without compensation. If we are prevented by other forces, equally beyond our control, from fulfilling the booking we are authorized to offer an alternative holiday flat or room in another hotel or, where necessary, to cancel the reservation. In such cases the entire sum already paid will be refunded and any further claims waived.

Liability

Engelberg-Titlis Tourismus AG is responsible for the regular booking of the resort. Engelberg-Titlis Tourismus AG is, however, not responsible for unforeseeable factors outside the Engelberg-Titlis Tourismus AG control, such as:

- Defects or interruptions in the water or energy supply, as well as appliances such as heating, lifts, swimming pools, etc.
- Reductions in the rental value following environmental damage, temporary higher noise levels, e.g. traffic diversions, building sites, etc.

The lessee is entirely responsible for damage that has been proven to have been caused during the lessee-s stay.

Any damage must be notified to the owner or his representative before departure.

Package

A package tour exists if the transport is offered by ETT AG together with accommodation or another tourist service at a total price, lasts at least 24 hours or includes an overnight stay.

Program changes for packages and booked activities

Under certain circumstances, a booked travel or activity program or an additional service cannot be carried out as planned. In this case, ETT AG will make every effort to find equivalent replacements or other suitable solutions as far as possible. In case of events of force majeure (see definition above), official measures, technical defects, etc., ETT AG may also cancel the trip or activity or additional service directly before the start of the trip, in this case the price already paid will be refunded in full.



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Return, Reimbursement and Exchange of Event Tickets in Package Offers

General:

The ticket buyer's responsible contract partner for the running of the event brokered by ETT or the provision of the service associated with the ticket is the event organiser in question. The decision as to the possibility of, conditions for and handling of the return, reimbursement or exchange of purchased tickets for events is therefore made solely by the event organiser, and not by ETT under any circumstances.

Special conditions if an event is postponed or the venue is changed:

If an event organiser decides to postpone an event or to change a venue, the ticket shall, irrespective of the reasons for the postponement or change, apply for the new date or the new event venue. It is up to the event organiser to decide whether tickets can be returned, reimbursed or exchanged.

Return, Reimbursement and Exchange of Ski Tickets

The ticket buyer's responsible contract partner for ski tickets is the mountain railway company in question and any return, reimbursement and exchange of the ticket is depending on the applicable tariff and conveyance conditions of the mountain railway company. These can be found at <http://www.engelberg.ch/en/cable-cars/agbs/>.

CONDITIONS FOR ONLINE SHOP

1. DELIVERY

We deliver in all of Switzerland. All items are available from stock.

2. Ordering Procedures

Upon receipt of an order in our online shop the following rules apply: The consumer makes a binding contract offer by successfully running the envisaged in our Internet Shop ordering procedure.

The order involves the following steps:

- 1) Select the desired goods
- 2) Confirm by clicking on the button "booking"
- 3) verification of the particulars in the cart
- 4) Accept the general Geschäftsbedingungen
- 5) pressing the button "order"
- 6) Registration in the internet shop by registering and entering the Applicant details
- 7) re-examination and correction of the respective input data.
- 8) Mandatory sending the order.

The consumer can get before the mandatory sending the order by pressing the contained in the Internet browser used by him "back" button after checking its information back to the website on which the information provided by the customer are recognized and correct input errors or by Closing the Internet browser to cancel the order process. We acknowledge receipt of your order directly through an automatically generated e-mail. With this we accept your offer.

3. SHIPPING COSTS

You have the assurance that your products arrive reliably, promptly and on time with you. You pay no shipping costs, except for vouchers from a value of CHF 100.00 (CHF 5.00 registration fee) and in articles, where this is expressly stated.

4. RETENTION OF TITLE

We reserve title to the goods until full payment of the purchase price.

5. PRICE

Prices incl. VAT. All items are to be paid by credit card.

6. QUALITY GUARANTEE



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12 months of warranty. For material or manufacturing defects please seek advice directly to the Tourist Center.

7. RETURN POLICY

Articles, you do not like, you can return it within 10 days. For a delivery in several parts, the return period will be extended until you have received the remaining supply (s). Please present always in the delivery, so that we can credit your returns immediately. Your right to return does not apply to embossed, engraved, mass manufactured or used items.

Return address:

Engelberg-Titlis Tourismus AG
Tourist Center
Klosterstrasse 3
CH-6390 Engelberg

8. INDEMNITY

Claims for damages due to errors in illustrations, prices and texts or due to delayed deliveries and failure to remain strictly excluded.

9. PRIVACY

The data required for business transactions will be used in the context of order processing. All personal information will be treated confidentially.

10. NOTICE FOR LINKS

Please refer to our web pages with links to other sites on the Internet. For all these links: The Engelberg-Titlis Tourismus AG expressly declares that it has no influence on the design and content of linked pages. Therefore we dissociate ourselves from all contents of all linked pages of third parties on www.engelberg.ch and make ourselves these contents not too own. This statement applies to all links displayed and for all contents of the sites to which links lead.

11. CUSTOMER SERVICE

Our customer service for questions and complaints you may work weekdays from 8:00 clock until 18:00 clock.

Phone: +41 41 639 77 77

Fax: +41 41 639 77 66

Email: welcome@engelberg.ch

This text is a translation. The original version in German remains the legally binding document.

Engelberg, 1 September 2017

ENGELBERG-TITLIS TOURISMUS Ltd.



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