

Terms and conditions for internet bookings

EQUIPMENT RENTAL

The Destination Davos Klosters offers an equipment rental reservation service through which rental equipment of different rent stations and sport shops can be booked and paid for. All information concerning the rent stations/sport shops and the rental equipment is carefully gathered by us. We are not liable for any changes that occur without our knowledge after this information went to press, nor for typos, transmission or printing errors.

Reservation

The guest receives a reservation report immediately with successful reservation. The reservation affirmation and the vouchers will be sent to him/her after full and successful payment. They accredit the guest to use the rented equipment. The voucher must be printed out and shown together with a valid ID at the concerning rent station/sport shop.

Prices

The prices as shown on the reservation confirmation are in CHF and include the value-added tax (VAT) as required by law. All prices are binding. We reserve the right to make price adjustments caused by reasons beyond our control (for example currency exchange rate fluctuations, new or increased taxes).

Cancellations

Should you, for any reason whatsoever, need to withdraw from a reservation, the following conditions/fees shall apply:

- **Cancellation up to 21 days prior to arrival date => no fees** (except for cancellation insurance fees).
- **Cancellation 20 to 7 days prior to arrival date => 50% of the entire booking amount**
- **Cancellation 6 to 0 days prior to arrival date => 100% of the entire booking amount**
- **“No Show“ => 100% of the entire booking amount**

Complaints

All information included in the system is gathered conscientiously and carefully. If you have a legitimate complaint, please contact the hotel staff first. If the issue cannot be settled amicably, please contact the Destination Davos Klosters immediately. The Destination Davos Klosters will verify the complaint and seek for a satisfactory solution. If the guest decides not to use the hotel room or the suggested alternative solution, the performed payment will not be refunded, and no claims for damages can be made. The Destination Davos Klosters expressly states that only complaints made **within 72 hours** of entering into the agreement might be treated. Moreover, you must submit a written claim to the Destination Davos Klosters within 10 days after the end of your stay otherwise the claim of damages expires. In case no agreement might be reached, the **sole place of jurisdiction is Davos and the rules of Swiss law apply.**

Force majeure

Extreme and unforeseen scenarios can occur in the vacation business. If force majeure, environmental catastrophes or natural disasters should prevent us from providing our services, the Destination Davos Klosters reserves the right to cancel the booking without indemnification. In case other reasons beyond our control occur and therefore we cannot provide the necessary services, the Destination Davos Klosters can either book you into a different hotel or perforce cancel the booking. In case of cancellation you will be reimbursed the amount paid, but you waive the right to any other claims.

Insurance

When booking a **mandatory breaking and theft insurance** will be charged. The rate for the insurance (10% of the rental price) is included in the total price.

Additional services

Not included in the rental price are additional services requested by the hirer (e.g. additional equipment, upgrades to a higher category). Additional services can only be arranged in person with the rent stations/sport shops in question. Changes to equipment within the rental category can be made at any time at the various rent stations/sport shops during their opening hours.

Picking up and return of the equipment

The hirer should pick up ski and/or snowboard equipment on the first day of rental from the rent station/sport shop shown on the reservation confirmation. It is also possible to pick up the rental equipment the afternoon before the first day of rental, from 3.30 pm onwards.

The rental equipment should be returned on the last rental day before the rent station/sport shop closes. In the event of longer usage of the rental equipment, the difference in price between the actual rental period and the reserved respectively pre-paid period will be calculated according to the rates applicable in that rent station/sport shop and payable straight away. Identity cards or credit card numbers are acceptable as damage deposits.

Liability

The Destination Davos Klosters is liable for proper booking arrangements in Davos Klosters. For the rest, the Destination Davos Klosters disclaims expressly all other liabilities. **All possible disputes resulting from present terms and conditions the sole place of jurisdiction is Davos and the rules of Swiss law apply.**