



ZE SEEWJINU
MOUNTAIN LODGE

Terms and conditions

Mountain Lodge Ze Seewjnu

Nov-2023

1. Booking

Booking agreements and changes regarding the services of the Mountain Lodge ZE SEEWJINU are only binding if confirmed in written way by the Mountain Lodge and the client.

A booking can only be confirmed in writing if the Mountain Lodge ZE SEEWJINU has received the deposit of CHF 30.00 per person and per night. (Bank transfer see point 3 or payment conditions)

Only overnight stays including half board (dinner and breakfast) can be booked.

Short term reservations 1-0 days before arrival can exceptionally also be made over the telephone and are only confirmed orally by us but are also binding and subject to the terms and conditions.

2. Cancellation of rooms and sleeping places

Cancellations of overnight stays must be communicated to the Mountain Lodge ZE SEEWJINU by the client as early as possible. If the reservation is completely canceled by the client, the guest will be charged the following cancellation costs:

- up to 30 days before arrival: The deposit of CHF 30.00 per person and per night will be refunded.
- 29 - 4 days before arrival: The deposit of CHF 30.00 per person and per night will be forfeited.
- 3 - 0 days before arrival: The deposit of CHF 30.00 per person and per night will be forfeited and the whole amount of your stay.

We recommend to take out a cancellation insurance. This is subject to the guest. Cancellation insurances can be easily made directly e.g. over www.elvia.ch



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3. Bankdetails & Payment conditions

Bankdetails for payments

Bank: UBS Switzerland AG Zermatt
IBAN: CH17 0026 3263 1212 1501 L
SWIFT/BIC: UBSWCHZH80A
Holder : SKI, BIKE & HIKE MOUNTAIN LODGE ZE SEEWJINU

Payment possibilities on site

Mountain Lodge ZE SEEWJINU generally accepts all cards bearing the Maestro, VPay, MasterCard and Visa logo. We also accept Euro's.

4. Arrival

In winter we are only accessible by ski over the slopes. We recommend you following arrival: Sunnegga Express – Findeln and with the chairlift Eja to Breitenboden. From there you will find us in 5 minutes. Please notice that you have to carry your own luggage. We therefore recommend you to take with you a duffel bag or backpack.

4. Check -in / Departure day

Unless agreed differently, the rooms are available on the day of your arrival from 3 pm. On the day of departure, clients have to vacate the room by 9:30 am.

5. Meals

Breakfast: from 07:30 to 08:30
Lunch: from 11:30 to 14:45 (until 2 February)
from 11:30 to 15:25 (from 3 February – 8 March)
from 11:30 to 15:35 (from 9 March – end of season)
Dinner: at 18:30



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6. Quotation of prices on the internet

All prices on the internet are without guarantee.

7. Prices for babies and children

For babies and toddlers up to 6 years we charge in the room of the parents CHF 40.00 per night.

For children from 7 to 11 years, we charge in the room of the parents CHF 80.00 per night including half board.

8. Gift vouchers

Value or overnight vouchers are sent exclusively electronically. Only when the outstanding amount has been transferred to the specified account (see point 3) you will receive the voucher as a PDF. Already sent vouchers will not be taken back.

The vouchers are valid for 2 years from the date of issue (season). Expired vouchers will not be replaced or credited in any way for our services.

9. Dogs

Only on request and only allowed in the private rooms. For the overnight stay we charge CHF 15.00 without food. Dogs are not allowed to sleep in the beds. A blanket for the dog is highly recommended. Water- and food bowl are available.



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10. Liability

The guest is liable to the Mountain Lodge ZE SEEWJINU for all damages and losses caused by him or his assistants or participants

Smoking is prohibited in all guest rooms and public areas of the lodge. In case of infringement, we charge a turnover fee of CHF 300 without further cost statements.

The Mountain Lodge ZE SEEWJINU is not liable under any legal title for services, which it has merely arranged for the guest.

The Mountain Lodge ZE SEEWJINU declines all liability for theft and damage to materials brought in by organizers, participants, speakers or third parties.

The Mountain Lodge ZE SEEWJINU can withdraw from the contract in case of force majeure, which makes an arrival / departure impossible (for example bad weather, failure of the Gornergratbahn or the gondola lifts / chairlift). For costs incurred due to the resignation the Mountain Lodge assumes no liability

11. Luggage transport

The Mountain Lodge ZE SEEWJINU reserves the right to cancel or carry out transports according to its own knowledge and belief. The guest cannot assert any claims, if transports, for whatever reason, cannot be carried out. During opening hours of the slopes no transports can be made. Additional costs to third parties are not covered by the Mountain Lodge ZE SEEWJINU. For luggage and delicate items in the luggage, we assume no liability.

12. Applicable law / jurisdiction

Only Swiss law is applicable to reservation agreements together with general conditions and any supplementary agreements as well as contracts based on them. The place of jurisdiction for all differences arising from these terms and conditions is Visp.



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13. Privacy policy

- We make content or services from other Internet sites available to you through links (connections) on this site. The linked sites are not subject to our privacy policies. We encourage you to review each of these sites to determine how your information is protected in each case.

- If you provide us with personal information for the purpose of communication or orders, we reserve the right to use it for marketing purposes.

- The guest is responsible for the use of the hotel's own WLAN (WiFi), which is provided free of charge, and for the use of personal login data. He is also solely liable for misuse and illegal behavior when using the internet, both towards the hotel and towards third parties.

Your booking data is also processed as follows:

Your booking data (e.g. title, first name, last name, nationality, language, e-mail address, mobile telephone number, postal address, number of persons, arrival date, departure date, number of nights of stay and any visitor's tax exemption) are forwarded to Bonfire AG and Zermatt Tourism (either by us or via our electronic booking system).

Your booking data is recorded in a central database by Bonfire AG and/or Zermatt Tourism. If accommodation providers take part in Zermatt Tourism e-mail marketing, the guest data is likewise stored with the third-party provider «Salesforce» and used as part of the business relationship between the accommodation provider and the guest.

Your booking data is processed exclusively in Switzerland and the EU.

Based on this, Zermatt Tourism settles the visitor's tax owed and collects the corresponding amount from the service partners.

Zermatt Tourism also reports information to the Federal Statistical Office.

Bonfire AG and Zermatt Tourism grant the police access to the database with booking data so that the police can access relevant booking data for missing persons, for example.



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Zermatt Tourism uses the booking data to collect statistics (in particular regarding occupancy, length of stay, number of arrivals, etc.).

The legal basis for this data processing is the fulfilment of a legal obligation within the meaning of Art. 6 para. 1 (c) GDPR (billing and collection of visitor's tax/reporting to the Federal Statistical Office) and in the sense of Art. 6 para. 1 (f) GDPR (granting access to the police/collection of statistics).

Your booking data is only used for direct marketing purposes (e.g. newsletter distribution) if you have given us your consent for this.

More information on the processing of your data by Zermatt Tourism or Bonfire AG can be found in the Zermatt Tourism privacy policy:

<https://www.zermatt.ch/en/Media/Zermatt-Tourism-privacy-policy>.