

7132 House Rules

The following “7132 House Rules” apply to all the establishments operated by Priora Suisse AG: 7132 Hotel, 7132 House of Architects and 7132 Glenner (hereinafter referred to as “the Hotel”).

The 7132 Hotels will be happy to organise a relaxing and stress-free stay for you in Vals. In order to ensure this, we ask that you please read carefully the following points, which form part of the accommodation contract:

BOOKING/PAYMENT

A booking is deemed as binding once the guest has confirmed the booking using their credit card by the deadline indicated.

You are authorising the Hotel to charge your selected credit card with the booking and any food, drinks or services purchased as well as any additional claims in accordance with these 7132 House Rules. The final invoice amount inclusive of any food, drinks or services purchased will be charged to your card or paid by you as the guest no later than the day of your departure.

You have the option of using the in-person check-out service at our front desk in order to view a physical copy of the invoice. Otherwise, your credit card will be charged with the invoiced amount on the day of departure and the invoice emailed to you in unencrypted form. Complaints must be submitted in writing within 10 days. Thereafter, the invoice will be deemed as accepted by you.

You can only off-set payments to the Hotel for claims that are undisputed or lawful.

SERVICES, PRICES AND ADDITIONAL CHARGES

The Hotel is obligated to keep available a room in the category reserved by the guest and to provide the agreed service. The guest does not book a specific room number, but one or several rooms in the agreed category. The reserved room is available to the guest during the following period:

- Check-in: from 3 pm
- Check-out: by 11.00 am (by 11.30 am in the 7132 Hotel 5*s)

The Hotel offers the guest the rate or the package available at the time of the booking or selected by the guest. Special offers and special rates can be booked only to a limited extent. Price adjustments or reimbursements cannot be made once the booking is completed.

Early check-in and/or late check-out will be offered where available. The hotel has the right to impose a surcharge for this service. If the guest has not vacated their hotel room by the official check-out time, the guest will be charged CHF 100 up until 1 pm, CHF 180 up until 3 pm, 50% of the day rate up until 4 pm, and 100% of the day rate thereafter.

Packages with overnight accommodation include the services defined in the offer. The accommodation tax of CHF 6 per adult guest will be invoiced separately. All offers are in Swiss francs (CHF) and include VAT. The place of fulfilment and payment is the location of the Hotel.

If the guest wishes to avail themselves of third-party services not provided by the Hotel itself, the Hotel merely acts as a broker. Brokerage fees may apply. The Hotel will add such services to the guest's invoice in accordance with the rate charged by the third-party provider.

DAMAGE TO AND PURCHASE OF FIXTURES AND FITTINGS

The guest is obligated to inspect the furnishings and fittings of the room and the hotel upon check-in and use these with care. The guest is liable in the event of any provable damage to the Hotel's facilities (by the guest themselves, their fellow travellers or pets) or for any missing inventory, which is automatically deemed as purchased when absent from the room at the time of check-out.

The rooms and suites are equipped as follows:

7132 Hotel:

1x 7132 spa bag, 1x shoe horn, 1x clothes brush, 14x clothes hanger (24 in the Penthouse Suite), 2x pair of slippers, 1x hair dryer, 2x bath towel, 2x bathrobe, 2x bath towel, 4x hand towel, 2x flannel, 2x bath mat, 2x container with lid for hygiene products, 2x toothbrush glass, 2x leather tooth mug, 1x soap dish, 1x leather or wooden container with lid, 1x black leather waste basket, 1x leather or wooden box for cosmetic wipes, 1x ashtray on the balcony, 1x brown leather waste basket, 1x Nespresso coffee machine and 1x kettle (available in single rooms on request), 2x large drinking glass, 2x small drinking glass, 1x bottle opener, 2x espresso cup with saucer, 2x coffee cup with saucer, 2x large coffee spoon, 2x small coffee spoon, 2x porcelain bowl, 1x leather holder for writing pad and pen, 1x leather chocolate box, 1x glass fruit plate, in the single-room and double-room categories 1x suitcase stand but no glass fruit plate. The Penthouse Suite additionally contains 2x woollen blanket and 1x ashtray.

7132 House of Architects:

1x hair dryer, 2x bathrobe, 2x pair of slippers, 2x bath towel, 2x hand towel, 2x flannel, 1x bath mat, 1x box for cosmetic wipes, 2x toothbrush glass, 1x waste basket, 1x metal ashtray on the balcony, 6x clothes hanger, 1x suitcase stand (Ando, Zumthor) depending on the room category.

7132 Glenner:

“De Luxe” double room category: 1x table lamp, 3x waste basket, 4x decorative cushion, 1x hair dryer, 1x cosmetics box, 12x clothes hanger, 1x bath mat, 2x drinking glass, 2x bath towel, 2x hand towel, 2x flannel (3 to 4 items of flannelware also available, depending on the number of guests in the room)

“Double room” and “Grandlit” (single room with double bed) category: 2x waste basket, 2x decorative cushion, 1x hair dryer, 1x cosmetics box, 10x clothes hanger, 1x bath mat, 2x drinking glass, 2x bath towel, 2x hand towel, 2x flannel

The 7132 hotels are non-smoking hotels. This means that smoking is only permitted outdoors or in the designated areas (e.g. Smokers' Lounge). A fee will be charged in the event of any violation.

If the furnishings of the hotel room are damaged or destroyed by the guest, the guest is liable to pay for their replacement or full repair. They must also pay for the lost revenue from the room at the full rate.

To cover the payment of any damage caused and/or additional cleaning and the lost revenue from the room, the Hotel is entitled to charge the guest's credit card the corresponding costs as an additional service. On request, the Hotel will send the resulting invoice to the guest by email.

The following prices apply for additional cleaning / repairs:

Smoking in the room: from CHF 250 per room

Carpet and curtains: from CHF 200 per item

Leather chair: from CHF 400 per unit

Desk with suede mat: from CHF 600 per unit

Wooden desk: from CHF 250 per unit

Fabric-covered chair/footrest: from CHF 600 per chair / from CHF 200 per footrest

Sofa: from CHF 600 per unit

Bed: from CHF 1,200 per double bed

The Hotel takes photographic evidence to document damages/soiling on the day of departure or within 48 hours of departure and can send this to the guest or their insurer by email at any time.

CANCELLATION CONDITIONS

Individual bookings:

The guest can amend or cancel their reservation free of charge up to two days before the arrival date. Cancellations after this time, early departures and no-shows will be charged as cancellation fees at 100% of the accommodation rate. The cancellation conditions for stays between Christmas and New Year's Day can vary. The conditions applicable during this period can be found in the booking confirmation. We recommend taking out travel (cancellation) insurance.

If the guest booked a non-refundable rate at the time of the booking, this amount will not be reimbursed at any point.

Seminars and banquets / Group bookings:

The guest can amend or cancel their reservation free of charge up to 60 days before the arrival date. Thereafter and up to 14 days before the arrival date, the Hotel charges a cancellation fee of 50% of the total sum including any conference flat-rates. Cancellations of, or amendments to, the booking made after this time will be charged at 100% of the booked services, as will any no-shows.

Cancellations of the accommodation must generally always be performed using the same "platform" used for the original booking – e.g. direct bookings via the 7132 team can only be cancelled there, while online bookings can only be cancelled using the same website.

The Hotel has the right to withdraw from the contract at any time and without cause.

If the guest is unable to travel and cannot make use of the treatment booked at the spa, they must inform the Hotel at least 24 hours in advance of the treatment. The guest will receive an email confirming the cancellation. Should the guest cancel less than 24 hours before the appointment, they will be charged 100% of the treatment costs.

BINDING PARTICIPANT NUMBERS FOR SEMINARS AND BANQUETS

The Hotel must be informed in writing of the final number of participants no less than 48 hours in advance of the arrival date. This number is binding and will be invoiced as the minimum number of participants.

WIFI USE

The Hotel provides the guest with free Internet access (not available in the Thermal Baths!) via a WIFI network. This does not include any provision of firewalls or programs to protect against malicious computer programs.

The guest must use passwords to protect their own important and personal data against third-party access. The guest should not open any unfamiliar files. The guest must not visit any websites containing illegal content.

When using the WIFI network, the guest must ensure that they do not download or disseminate any content that breaches third-party copyright.

The guest has no claim to the actual availability or reliability of the Internet access.

DATA PROTECTION

The privacy policy can be viewed at:

<https://7132.com/media/go2johzw/7132-data-privacy-statement.pdf>

LIABILITY OF THE HOTEL / LIABILITY OF THE GUEST

The Hotel is liable for the services and obligations contained in the booking confirmation. Any claims for compensation by the guest are excluded.

If the guest is dissatisfied with the service provided, they must inform the Hotel without delay. The Hotel will endeavour to provide a replacement or make amends. In accordance with the statutory provisions, the Hotel is liable for any damages resulting from injury to life, body or health as well as for all damages resulting from malicious intent or gross negligence. Any further liability is excluded.

In particular and subject to the aforementioned exceptions, liability is excluded in the following instances:

The Hotel accepts no liability for valuables and cash that are not deposited in the room safe or at reception with a receipt. In each instance, the guest must inform the Hotel of the loss immediately and without delay.

The Hotel also accepts no liability for items of clothing (both in the hotel itself and in the Thermal Baths) or for sports equipment and items left in the "ski room".

The Hotel accepts no liability either for guests' vehicles parked in the hotel garages / on the hotel car park or for their contents. The Hotel is not subject to any monitoring obligation.

The Hotel accepts no liability for the use of any of the spa facilities (including equipment in the hotel gym). When booking a treatment, the guest must independently inform the therapist at the start of the appointment of any illnesses, problem areas or pregnancy, so that the treatment can be adapted accordingly.

The limousine fleet and the Hotel's own helicopter are inspected and maintained regularly and are operated exclusively by professionally qualified and trained employees. The guest books a transfer by limousine or helicopter flight as a service but cannot hold the Hotel responsible in the event of an accident.

The Hotel is responsible for keeping the paths and roads on the hotel grounds clear of any potential hazards (slip hazards, trip hazards, etc.). Should an accident or incident nevertheless occur, the Hotel cannot be held responsible.

If a guest makes bookings for third parties, the guests are jointly liable to the Hotel and must meet all the obligations in the contract.

The guest will be informed in writing of the cost of the services/products booked. Verbal amendments or agreements are non-binding and cannot be used against the Hotel by the guest.

HOUSE RULES

Where house rules are in place at the 7132 establishments, the customer is obligated to adhere to these.

FINAL PROVISIONS

In addition to the 7132 House Rules, additional event and booking conditions may come into effect, which take precedence over the 7132 House Rules.

Changes or amendments to these 7132 House Rules must be made in writing. One-sided amendments made by the guest or terms and conditions set by the guest are invalid.

These House Rules and the entire accommodation contract are subject to Swiss law with the exclusion of international conventions and the regulations of international civil law. Vals is the exclusive place of jurisdiction.

A stay at 7132 means an unforgettable time in the most beautiful retreat to be found in the mountains of Graubünden! To ensure that your stay is as stress-free as possible, we clarify all the formalities and administrative details when you book, making these as clear and straightforward for you as possible. By completing a booking at 7132, you agree to abide by the above-mentioned "7132 House Rules". Thank you for your attention.