

# TERMS & CONDITIONS

## Article 1 – Scope and validity

### 1.1 Scope

These Terms and Conditions (T&Cs) of Le Grand Bellevue SA (hereinafter referred to as “the hotel operator”) govern the execution, content and fulfilment of contracts entered into between the hotel operator and its clients. These T&Cs are binding on all offers, reservations and contracts concluded and form an integral part of every contract. Should these T&Cs conflict with any terms and conditions of a client, the present T&Cs shall take precedent. Any provisions of the client to the contrary are not valid unless they have been expressly confirmed in writing by the hotel operator. The offers and General Terms and Conditions are valid on the day they are consulted. They are regularly updated; however, all confirmed reservations will be honoured in accordance with the terms and conditions initially specified.

### 1.2 Validity

By signing the contract/reservation confirmation or agreeing to the reservation, the client accepts the T&Cs.

## Article 2 – Reservation

### 2.1 Option

The information regarding the options is binding on both contracting parties. After expiration of the option date, the hotel operator may make use of the provisionally reserved rooms, as long as no agreement between the parties exists.

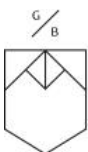
### 2.2 Reservation conditions

#### 2.2.1 Individual clients

All reservations or purchases recorded in the electronic reservations system are deemed final and binding on the client. The offer is deemed accepted once the client agrees to it in writing or, in the case of a telephone booking, if the hotel operator’s confirmation is not rejected immediately. The contract is binding on the client if the hotel operator has confirmed

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acceptance of the offer to the client either in writing, by email or by telephone with due recording of credit card details. Reservations must be guaranteed using a credit card number and become legally binding on the hotel operator only upon receipt of the deposit or credit card guarantee.

If the client wishes to make any changes after confirmation by the hotel operator, such changes must be agreed in writing by the parties.

### 2.2.2 Groups

Unless otherwise specified in the contract, the following shall apply:

The client is responsible for informing the hotel operator of the firm and final number of travellers in the group as early as possible but no later than 14 days before the group's arrival, if not defined otherwise on the individual contract.

### 2.3 Minimum stays

The hotel operator reserves the right to require a minimum stay of its clients, which will depend on the period in question (high or low season).

## **Article 3 – Stay**

### 3.1 Times of arrival and departure

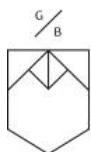
The room will be made available to the client from 15:00 on the day of arrival and must be vacated by 12:00 on the day of departure. Late check-out is possible upon request.

### 3.2 Services and amenities

Services and prices are in each case published in the hotel and/or on the internet.

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### 3.3 Parking

Outdoor parking is available to our clients free of charge. Indoor parking costs CHF 25 per day per car. Please note that the hotel operator cannot be held responsible for any damage caused to vehicles in the outdoor parking area or in the garage.

### 3.4 Pets

Pets are welcome at Le Grand Bellevue. However, they are not permitted at LEONARD's and at our Sushi Bar. Pets are welcome at Le Petit Chalet, on the terrace and in the bar. An amount of CHF 50 per animal and night (food excluded) will be invoiced to the owner. The owner is causally liable for any damage caused by the accompanying pets.

### 3.5 Le Grand Spa

Le Grand Spa team will be happy to help you choose one or more treatments or book an appointment.

Prior booking is required for all spa treatments. Direct booking by telephone at +41 33 748 01 01 or by e-mail to [spa@bellevue-gstaad.ch](mailto:spa@bellevue-gstaad.ch).

### 3.6 Receipt of shipments

#### 1.

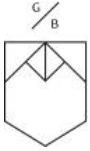
Shipments which are ordered by customers to the hotel operator's address or which are to be delivered to the hotel operator's address must be notified to the hotel operator in good time, at least before the shipments arrive. The hotel operator reserves the right to reject shipments without a sender or to unknown recipients. Any obligation or liability arising therefrom is disclaimed.

#### 2.

Shipping costs, customs charges, any value added taxes as well as all other costs resulting from shipping for incoming packages / shipments for customers are not borne by the hotel

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operator itself but are the responsibility of the ordering party or the recipient. If this is not observed, the hotel operator may refuse acceptance. If the hotel operator exceptionally accepts such shipments, the aforementioned and any other costs incurred by the hotel operator in connection with the shipment shall be reimbursed.

#### **Article 4 – Rates and methods of payment**

The contract price is the price established at the time of reservation. The prices are in Swiss Francs (CHF) (including value-added tax, VAT) and include service and taxes.

##### 4.1 Individual clients

We accept the following methods of payment: cash, American Express, Diners Club, JCB, Mastercard, Visa, Union Pay, Twint. Cheques are not accepted. Please find our bank details below:

Le Grand Bellevue SA

Bank: UBS Switzerland AG

IBAN: CH35 0483 5147 2332 4100 0

SWIFT: CRESCHZZ80A

Clearing: 4835

VAT no.: CHE-103.121.592 MWST

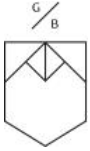
##### 4.2 Groups

Unless otherwise specified in the contract, the following shall apply:

A first deposit of 50 percent of the total pro forma invoice amount must be made 90 days before arrival.

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A final deposit of 50 percent of the total pro forma invoice amount must be made 60 days before arrival. The final invoice will be sent to you by post after your departure and will be payable within 15 days of receipt.

If we have not received the deposits within the stipulated deadlines, the reservations of rooms and conference rooms may be cancelled without prior notice, and the guarantee payments already received may be retained as compensation.

#### 4.3 Terms of payment

If no deposit is requested by the hotel operator, the entire invoice amount is due at the latest by the client's departure, by credit card (American Express, Diners Club, JCB, Mastercard, Visa, Union Pay), Twint or in cash. For technical reasons, it is necessary to enter the personal PIN code for card payments over CHF 500, as the card readers require this to authorize the payment. With payment upon receipt of invoice, the payment period is 30 days.

Once the payment deadline expires, the liable party is automatically in default. If, as a result of continuing default in payment, the liable party has to be sent a reminder, a reminder fee of CHF 50 is charged for a second reminder, and an additional reminder fee of CHF 100 for a third reminder.

After the third reminder, the hotel operator may assign the outstanding invoice amount to a debt collection company. The debt collection company will claim the amount owed in its own name and for its own account. Additional processing fees may be applicable.

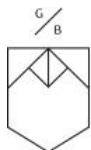
#### 4.4 Commission payments

Commission payments to third parties will only be made after completion of the business transaction, i.e. after check out of the guest or final invoicing.

For travel agents, please refer to our General Business Agreement.

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## **Article 5 – Cancellation conditions**

### 5.1 Cancellation for individual clients

The without-charge cancellation and/or modification dates are specified on the reservation confirmation. In the event of no-show, late cancellation, modification to a reservation or early departure which is notified after the dates mentioned on the confirmation, the hotel operator reserves the right to charge the client for up to three nights for the inconvenience, depending on the length of the stay. In the event of any financial loss for Le Grand Bellevue caused by non-compliance with the conditions of stay (late cancellation, no-show, late arrival, early departure), the guest shall be liable for the loss incurred.

In the case of cancellation, the cancellation fee will be debited from the credit card given as a guarantee.

### 5.2 Cancellation for groups

Unless otherwise specified in the contract, the following shall apply:

Up to 90 days before the arrival of the group, the totality of the rooms reserved may be cancelled without penalty.

Up to 60 days before the arrival of the group, cancellation will be subject to a cancellation fee equivalent to 50 percent of the total contracted amount.

Cancellation within 60 days prior to the event will result in the charge of 100% of the contracted amount.

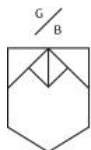
### 5.3 Cancellation for Food & Beverage

#### 5.3.1 Number of participants

Unless otherwise specified in the contract, the following shall apply:

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Changes to the food and beverage (F&B) offerings must be confirmed at least 72 hours before the event, or they may not be accepted.

The final number of guests must be confirmed in writing no later than 72 hours prior to the event. After this deadline, any cancellations will still be charged to the organiser.

A reduction of more than 40% in the confirmed guest count will not be accepted within 7 days prior to the event.

Increases in guest numbers will be accommodated by the hotel operator, if possible, and the additional costs will be charged to the organiser.

### 5.3.2 Cancellation fees

Unless otherwise specified in the contract, the following shall apply:

In case of a cancellation of the event, a cancellation fee will be charged as follows:

- until 30 days prior to the event: no cancellation fee
- between 29 and 14 days prior to the event: 50% of the estimated total cost
- 13 days and fewer prior to the event: 100% of the estimated total cost

### 5.4 SPA Treatment Cancellations

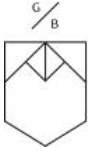
Cancellations made at least 24 hours before the scheduled appointment are free of charge; any later cancellations are subject to the full payment of the booked treatment. Kindly arrive 30 minutes before your appointment in order to complete the wellness consultation form and to calmly settle into the Spa area.

### 5.5 Cancellation clause for the hotel operator (standard)

The reservation contract can be cancelled as of right by the hotel operator, without giving rise to payment of damages to the client, in cases of force majeure or if the hotel becomes inoperable in accordance with commonly accepted hotel industry standards, due to a cause not attributable to the hotel operator, in particular in cases of late opening or non-opening,

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as a result of natural disasters or road closures, as well as in the case of non-payment by the client.

## **Article 6 – Responsibilities**

### 6.1 The hotel operator's responsibilities

The hotel operator refuses to accept any liability for theft or damage to property brought in by clients, event participants or third parties. Insurance of exhibits and other items brought in by clients, event participants or third parties is the client's responsibility.

The hotel operator is liable only for deliberate or grossly negligent contractual or non-contractual damage, and only for direct damage. Any further liability (particularly for minor or medium negligence or for indirect damage such as, in particular, loss of profit) shall be ruled out.

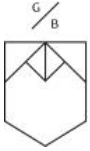
The hotel operator may use ingredients and additives for food and beverages that can trigger allergies and intolerances. If you are allergic to certain foods, please inquire with the restaurant staff about the current allergens before ordering and inform them of your allergies or intolerances. We are delighted to provide you with detailed information about possible allergens in the individual products. We accept no liability for damage caused by intolerances and allergies. We accept no liability for possible inconveniences caused by intolerances or allergies.

### 6.2 The client's responsibilities

The client is solely responsible for any and all damage or harm caused by either the client or a person or his accompanying pets under the client's responsibility and must consequently reimburse the repair and replacement costs. The client is obliged to keep peace and order. They shall undertake to indemnify the hotel operator in full against all claims under civil or public law that are made against the hotel operator by authorities or third parties (including

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event participants, guests or the client's employees and contractors) as a result of their event, or else pay for any corresponding losses in their entirety.

#### **Article 7 – Data protection**

Please take note of our "Privacy Policy".

#### **Article 8 – Applicable law**

Subject to mandatory statutory requirements, the legal relationship between the hotel operator and the client is governed by Swiss law, with the exclusion of Swiss private international law. Subject to mandatory statutory requirements, the sole place of jurisdiction is Saanen, Canton of Bern (Switzerland).

Gstaad, March 2026

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