

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

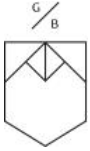
2.2 Reservation conditions

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

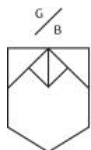
The room will be made available to the client from 15:00 on the day of arrival and must be vacated by 12:00 on the day of departure. Late check-out is possible upon request.

In case of late check-out by the guest, the following surcharges apply:

- from 12:00 to 14:00: surcharge of 50 percent of the room rate of the following night
- after 14:00: surcharge of 100 percent of the room rate of the following night

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3.2 Services and amenities

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

3.3 Parking

Indoor parking is available at CHF 25 per day per car. Please note that the hotel operator cannot be held responsible for any damage caused to vehicles in the garage or parked outside.

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 guest for every animal staying in the guest's room.

Guests must inform the hotel operator of any pets at the time of booking.

Whenever a member of the hotel staff (including housekeeping, room service, or technical personnel) enters a guest room where a pet is present, the guest must also be present. In such cases, pets must be kept on a leash or secured in an appropriate carrier.

Guests are fully responsible for the behaviour of their pets during their stay. The hotel operator reserves the right to charge the guest's account for any damage, soiling, or disturbance caused by the pet to hotel property, facilities, or other guests.

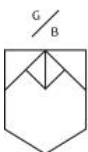
3.5 Le Grand Spa

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.

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3.6 Receipt of shipments

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.

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 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 afore mentioned and any other costs incurred by the hotel operator in connection with the shipment shall be reimbursed.

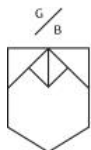
3.7 Use of the room

The hotel room is reserved strictly for the registered guest(s). Any use of the room by an additional person or making the room available to a third party – whether free of charge or for consideration – as well as any use for purposes other than accommodation, requires the hotels operator prior written consent (including email).

All guests, including children, must present a valid official form of identification upon check-in. To reserve a room, the guest must be at least 18 years of age or provide written authorisation from a legal guardian. Guests under the age of 18 are permitted to stay only if accompanied by an adult or upon presentation of appropriate written authorisation from their legal guardian.

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3.8 Wi-Fi & Network Usage Policy

The hotel operator provides wireless internet access as a convenience service to its guests. While reasonable efforts are made to ensure availability and security, the hotel operator does not guarantee that the network will be uninterrupted, secure, or free from errors or harmful components.

Guests are solely responsible for their use of the hotel's network. Any illegal, abusive, or unauthorised use of the network is strictly prohibited, including but not limited to hacking, data interception, distribution of malware, or infringement of intellectual property rights.

The hotel operator shall not be held liable for any loss of data, damage to devices, unauthorised access, or any other harm resulting from the use of the Wi-Fi network, except in cases of gross negligence or willful misconduct. Guests are responsible for implementing appropriate security measures on their devices. The use of secure connections, antivirus software, and virtual private networks (VPN) is strongly recommended, particularly when transmitting sensitive information.

For security and legal compliance purposes, the hotel operator may collect and process certain technical data, including IP addresses and connection logs, in accordance with applicable data protection laws.

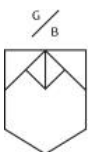
The hotel operator reserves the right to restrict or terminate access to the network at any time without notice in case of misuse, security concerns, or legal requirements, and may cooperate with competent authorities where required by law.

3.9 Room key

Room keys remain the property of the hotel operator at all times and are entrusted to the guest for the duration of their stay.

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Guests are required to keep their room key secure at all times and must notify the hotel operator immediately in the event of loss, theft, or misplacement. This is essential to ensure the safety and security of the guest, other guests, and the hotel.

All room keys must be returned to the reception desk upon departure (check-out). In the event that a room key is not returned, or lost, or damaged, the hotel operator reserves the right to charge the guest's account as follows:

- CHF 250 for the replacement of the room key
- CHF 250 for the replacement of the key fob

3.10 Non-Smoking & Prohibited Smoking Devices Policy

Le Grand Bellevue is a strictly non-smoking property. Smoking of any kind, including tobacco, cigars, pipes, e-cigarettes, vaping devices, shishas, cannabis products, or any other smoking-related devices, is prohibited in all guest rooms, indoor public areas, and designated outdoor areas unless expressly permitted by the hotel.

Guests are expected to respect these rules in all areas of the hotel. Any violation may result in a cleaning and remediation fee or other charges deemed necessary by the hotel operator. Should the room be unable to be let due to the smell of smoke, the guest must pay the full room rate for the duration during which the room cannot be used.

Article 4 – Rates and methods of payment

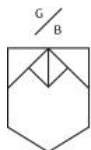
The contract price is the price established at the time of reservation. The prices are in Swiss Francs (CHF) and include service and value added tax (VAT).

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:

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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 contracted invoice amount must be made 90 days before arrival.

A final deposit of 50 percent of the total contracted 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.

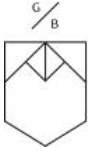
If we have not received the deposits within the stipulated deadlines, the reservations of rooms and conference rooms may be cancelled without prior notice, and the guarantee payments already received may be retained as compensation.

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.

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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 and full payment of the total invoice.

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

Article 5 – Cancellation conditions

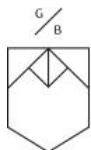
5.1 Cancellation for individual clients

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.

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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 percent of the contracted amount.

5.3 Cancellation for Food & Beverage clients

5.3.1 Number of participants

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

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

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 percent 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, upon availability and capacity, and the additional costs will be charged to the organiser.

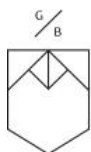
5.3.2 Cancellation fees

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:

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- until 30 days prior to the event: no cancellation fee
- between 29 and 14 days prior to the event: 50 percent of the estimated total cost
- 13 days and fewer prior to the event: 100 percent 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, as a result of natural disasters or road closures, as well as in the case of non-payment by the client.

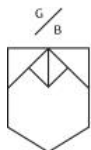
Article 6 – Concierge Services, Third-Party Arrangements & Disclaimer

6.1 Scope of Concierge Services

As part of its bespoke concierge services, the hotel operator may assist guests in arranging a variety of non-hotel services, including but not limited to babysitting, dog sitting, limousine transfers, ski instruction, tennis lesson, sports coaching, outdoor activities, hot air balloon flights, paragliding and restaurant reservations. These services are curated with care and selected from reputable providers; however, they remain entirely independent from the hotel operator.

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6.2 Intermediary Capacity

The guest expressly acknowledges that the hotel operator acts solely as an intermediary, arranging services in the name and on behalf of the guest and for the guest's account. All services are performed by independent third-party providers who are neither employees, agents, nor representatives of the hotel operator. The hotel operator does not perform, manage, or control these services and does not act as a tour operator. Any contract for services is concluded directly and exclusively between the guest and the relevant third-party provider. No contractual relationship is established between the guest and the hotel operator in respect of such services.

6.3 Payment Authorisation, Insurance & Liability

Unless otherwise agreed, the hotel operator does not receive any compensation from the guest for arranging such services. The guest expressly authorises the hotel operator to charge the full amount of the third-party provider's services to the guest's room account or to the credit card provided, including after the guest's departure where applicable. This applies also to late cancellations and no-show fees.

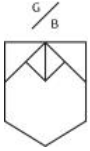
The guest confirms that he / she is adequately covered by appropriate health, accident, and liability insurance for any risks associated with the requested services and activities. The guest expressly acknowledges that no insurance coverage is provided by the hotel operator.

To the fullest extent permitted under applicable Swiss law, the hotel operator, its affiliates, directors, officers, employees, and agents shall not be liable for any direct or indirect loss, injury, damage, delay, cancellation, or inconvenience arising out of or in connection with services provided by third parties, nor for any acts or omissions of such providers.

Participation in certain activities, including but not limited to e-bike, ski and snowboard, sledding, musher experience, mountain activities, hot air balloon and paragliding flights, involves inherent risks, which are accepted by the guest. Any acknowledgment or acceptance

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of liability on the part of the hotel operator shall only be valid if made in writing and duly signed by authorised signatories registered in the Swiss Commercial Register.

6.4 Restaurant Reservations

For all restaurant reservations made outside the hotel through the concierge service, cancellations or modifications must be communicated in writing (email or message) to the concierge team at least 48 hours prior to the scheduled reservation time.

In the event of late cancellation, modification, or no-show, a penalty fee of CHF 150 per person will be charged to the guest's account, unless otherwise specified by the restaurant's own cancellation policy.

Article 7 – Responsibilities

7.1 The hotel operator's responsibilities

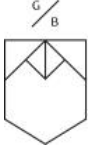
The hotel operator refuses to accept any liability for theft or damage to property brought in by clients, event participants or third parties. Insurance of exhibits and other items brought in by clients, event participants or third parties is the client's responsibility.

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

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and allergies. We accept no liability for possible inconveniences caused by intolerances or allergies.

7.2 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 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 8 – Data protection

Please take note of our "Privacy Policy".

Article 9 – 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, April 2026

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