

Terms and Conditions

Subject matter of the contract

These general terms and conditions govern the legal relationship between you and the Hotel Alexander. Our confirmation of your reservation or order, which will be sent to you by mail or e-mail, serves as basis thereof.

Dates of options

Dates of options are binding for both parties to the contract. After expiry of the period of the option, the Hotel Alexander is automatically entitled to utilize again the reserved rooms/accommodations, unless the customer had sent a written confirmation. Said confirmation must have arrived at the Hotel Alexander until the last day of the option period.

Cancelations of hotel reservations

If you have made a reservation for a room without warranting such reservation by means of your credit card, we will keep the room reserved for you until 4:00 p.m. of the arrival date.

In case you should fail to turn up until that point in time, the Hotel Alexander will automatically be entitled to dispose of the room/s in question. If you have warranted your reservation by means of your credit card, yet decide or have to decide not make use of the reservation, we request you to cancel it at the latest until 4:00 p.m. of the day of arrival. For late cancelation or default of appearance (no show), late arrival or earlier than scheduled departure, one night's rate will be invoiced as a matter of principle. If we should get a chance to rent it again to someone else, we would, as a matter of course, abstain from billing.

For reservations made via Online Booking Engine, the pertaining conditions for reservations and cancellations apply as indicated. If upon making the reservation online a wrong credit card number should have been entered, we would consider the reservation as not guaranteed.

Cancelations of reservations for groups of more than 10 persons

We request you to kindly inform us in writing of essential modifications with regard to your reservation as soon as possible. If, due to reasons beyond our responsibility, the reservation is completely canceled, the following flat charge for cancelations will be debited as a matter of principle:

30 to 15 Tage vor Anreise	25% des entgangenen Zimmerumsatzes
14 to 5 Tage vor Anreise	50% des entgangenen Zimmerumsatzes
4 to 0 Tage vor Anreise	100% des entgangenen Zimmerumsatzes

Mode of payment

We reserve our right to demand total or partial advance payments for the reservation. For groups with a billing address abroad, we request you to communicate the respective credit card number and the expiry date in order to warrant the reservation. Please note that we don't send invoices abroad.

City tax

The city tax of CHF 2.50 per person and night is charged in addition to the principal amount.

Value Added Tax (VAT)

VAT is included in the rates.

Damage

The customer is liable for damage caused or loss occasioned by him or persons or third parties designated by him.

Theft

The Hotel Alexander disclaims any and every liability for theft perpetrated or damage caused by customers and third parties.

Lost property

Lost property items will only be forwarded on request of the customer. Forwarding expenses and risks incurred are to be borne by the customer.

Applicable law and court of jurisdiction

The legal relationship between you and the Hotel Alexander is governed by Swiss Law. Venue or court of jurisdiction is in Zurich.

Zurich, October 1, 2009