



April 22th, 2012

General Terms and Conditions

1. Scope of application

You are making a reservation on behalf of a reservation system of (*Best of Switzerland Tours*) in the name and order of the Zurich Marathon 2012.

The present General Terms and Conditions apply to reservations that you make yourself through BOST (Best of Switzerland Tours) via the reservations systems for Hotel accommodation in relation with the Zurich Marathon 2012.

2. Reservations System / Hotel Reservation Form

The current reservations form has to be full filled with all requested details and your personal signature is needed. If we could proceed with the credit card payment correctly, you will receive a confirmation sheet by fax or e-mail which entitles you to overnight in the mentioned Hotel and the value you have paid for. The confirmation will show a number, your name, Hotel, room type, arrival- and departure date as well as the paid amount.

So far as reservations are made, the present reservation form may only be used for effective required bookings, which are subsequently also used as such and not for fake bookings (e.g. test bookings) or fictitious reservations. *Best of Switzerland Tours* will refuse every responsibility for any loss out of abuse or misuse of the system.

→ The same terms and conditions will apply for bookings which are paid directly via the bank and not by credit card.

3. Making reservations / Changes

Each reservation will be forwarded to the hotel. Please note, for any changes, please do not contact the Hotel you only can do modifications/changes/cancellations with us.

Please use the following fax +41/44/710 58 50 or e-mail irene.bischof@switzerland-tours.ch

4. Accommodation contract

The accommodation contract is formed as your reservation between you and Zurich Marathon 2012.

5. Payment

The price consists of the Hotel of your choice, amount of rooms (max. 3), room type and the number of nights you are staying. This total amount will be deducted from your credit card if you insert your full and correct credit card number with the valid expiry date. For this same amount we return your form with the necessary confirmation.



6. Credit card / Data protection

A valid credit card is required for making hotel reservations through our form. Your credit card number are subordinate the data protection and your personal information will be used only in coordination with the Zurich Marathon 2012.

If the specified credit card is not valid or we do not receive the amount from you credit card company, we are entitled to cancel the reservation at any time, as well as your Voucher will be cancelled immediately. We would contact you in a case like this.

7. Reservation status

Your reservation has 'guaranteed' status, i.e. you are entitled to accommodation as per your reservation, irrespective of your arrival time on the reserved date of arrival.

8. Cancellations

In order to avoid any misunderstandings, all cancellations must be made via fax or e-mail. Refunds will be calculated based on the day we have received your written cancellation. You will receive a confirmation note of your cancellation.

The following rules apply to cancellations:

Before February 29, 2012

Refund of the total amount paid and received minus CHF 40.-- per room to cover administration cost.

From March 01, 2012 till March 30, 2012

Refund of total amount paid and received minus 50 %

After March 30, 2012 - No refunds will be possible.

9. Hotel categories and hotel information

The customary international hotel classification system with stars gives a non-binding indication of the standard of the hotel, as assessed by the hotel itself (www.....) All the additional information and descriptions pertaining to the hotel are based on information from the hotel itself.

We do not give any guarantee regarding the correctness or completeness of the hotel categories and information specified.

10. Room rates

All rates are specified per room and per night and include all service charges and the statutory value added tax. The city tax will amount to CHF 2.50 per person per night and will be added in addition to the total amount for hotel accommodation.

11. Miscellaneous

All data were compiled with the greatest possible care. No liability can be assumed, however, for any errors during data capture or data transmission.

The inclusion of data in other data carriers, including excerpts of the data, or the use of the data for purposes other than those intended here, is only permitted with the express permission of **Best of Switzerland Tours, Zurich.**

Swiss law shall apply. The place of fulfilment and jurisdiction shall be Zurich.