

## GENERAL TERMS AND CONDITIONS (valid from 1 February 2010)

### 1. RATES

The rates quoted in the offer are given in Euro\* or Swiss Francs\*\*, are per person and per stay, and include all taxes and charges effective upon conclusion of the agreement. Included in the room rate are breakfast, other board (if booked/previously agreed), other services (if booked/previously agreed), free use of the Relax and Fitness Area, and admission to the CUBE Club (dependent upon opening times). During the winter operating times of the ski lift, each guest is obliged to book a lift pass with each night of their stay.

### 2. TERMS OF PAYMENT

In order to make/guarantee a reservation, guests are required to give a credit card number or to pay a deposit.

With a credit card number, a deposit is not required (except special offers f.e. Early Booker's Offers where a payment in advance is required and the credit card will be charged in the amount of 100% of the total booking value immediately after booking). The total charge for the booking must be paid on the day of arrival, either in cash or with a debit or credit card. If guests do not have a credit card number, they are required to pay a deposit of 50% of the total booking payable within one week of the original reservation; the unpaid balance (remaining 50%) must be settled on the day of arrival in cash or with a debit or credit card (except special offers f.e. Early Booker's Offers where a payment in advance in the amount of 100% of the total booking value is required immediately after booking). If guests do not guarantee the booking with a credit card or deposit, the hotel is not committed to guaranteeing the reservation.

### 3. TERMS OF CANCELLATION

Free cancellation up to 1 month prior to the day of arrival. If cancellation is made after this date, the following cancellation fees are charged:

Cancellations up to 30 days prior to arrival:	no charge
Cancellations of 29 - 14 days prior to arrival:	25% of the room price
Cancellations of 13 - 07 days prior to arrival:	50% of the room price
Cancellations of 06 days prior to arrival & no-show:	90% of the room price

For all further cancellation rules, a cancellation fee will be charged in accordance with the Austrian\* or Swiss\*\* Hotel Contract Regulations. Although our general terms and conditions generally allow a cancellation, a booking with certain special offers f.e. Early Booker's Offers is non-changeable and non-refundable!

### 4. SPECIAL TERMS AND CONDITIONS FOR GROUPS

- Possible price rebates / discounts for groups (at the hotel's discretion and depending on availability) are exclusively for the originally booked number of people. In the event of a reduction in group size to less than 20 persons after booking confirmation, the prices for individual guests apply.
- Complimentary policy: For each 20 full paying guests, 1 person will receive accommodation free of charge in the cheapest room category booked, based on booked arrangements (board and lodging including lift ticket).
- For all group bookings, a signed and written confirmation of the booking must be received within one week of the reservation date.
- Payment in advance: Groups up to 50 people: 25% of total amount up to 1 week after reservation / latest 1 month prior to arrival plus a further 50% of the total amount at the latest 1 month prior to arrival
- Groups of 51 or more: 25% of total amount up to 1 week after reservation / latest 3 months prior to arrival plus a further 50% of the total amount at the latest 1 month prior to arrival

The remaining amount (25%) must be paid up to 14 days prior to arrival of the guests. CUBE reserves the right to cancel the reservation without notice if payment has not been received by the due date.

- Terms of cancellation for groups:
 

Cancellations up to 45 days (60/90*) prior to arrival:	no charge
Cancellations 45 (60/90*) - 30 days prior to arrival:	10% of the room price
Cancellations 29 - 14 days prior to arrival:	25% of the room price
Cancellations 13 - 07 days prior to arrival:	50% of the room price
Cancellations from 06 days prior to arrival & no-show:	90% of the room price

(\*) For groups of 51 or more, the deadline is extended to 60 days; for groups of 101 or more, the deadline is extended to 90 days.

- Groups with persons under 18 years of age may only stay at CUBE if accompanied by a parent or adult guardian who accepts responsibility for full compliance with the House Rules.

### 5. GENERAL TERMS OF THE CONTRACT

- At check-in, a credit card must be presented per room as a guarantee for possible replacement, repair and cleaning costs. If no credit card is available, a cash deposit of € 30,00\* / CHF 50,00\*\* will be charged at check in per person. If no complaints or incidents are reported to the group chaperone by the check-out time, the deposit is repaid in full, otherwise, any replacement, repair and cleaning costs will be subtracted from the deposit and/or charged to the final bill.
- The CUBE sports offer and other arrangements of services provided by our partner NTC Sport are not to be regarded as hotel services. Our partner's terms and conditions apply.
- The lift services do not form part of the hotel services. The lift operator's terms and conditions apply.
- Check-in is possible from 3 p.m. on the day of arrival. Check-out is by 11 a.m. at the latest on the day of departure.
- For the key card, a deposit of € 10.00\* / CHF 10.00\*\* must be paid upon arrival. The deposit is refunded upon return of the key card.
- Due to our hotel regulations, guests under the age of 18 must be accompanied by an adult to be able to stay overnight at CUBE. Children who are accompanied by their parent(s) are welcome. Admission to the CUBE Club is only possible for persons aged 18 or older.
- The consumption of food and drinks not purchased in CUBE is prohibited on the CUBE premises.
- Violations of the CUBE House Rules (see next page) may result in a penalty and/or being declared persona non grata.
- All reservations, changes and cancellations must be done in writing.
- For items not referred to in these general terms and conditions, the Austrian\* / Swiss\*\* Hotel Contract Regulations apply.
- The court of jurisdiction is Vienna, Austria\* / Savognin, Switzerland\*\*.

The General Terms and Conditions contained herein do not apply to guests participating in meetings, incentives, congresses or conferences nor for tour operators or travel agencies. In these cases, separate conditions apply. If required, these terms can be made available anytime.

\* valid for CUBE BIBERWIER-LERMOOS & CUBE NASSFELD / \*\* valid for CUBE SAVOGNIN  
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# CUBE HOUSE RULES

The House Rules are intended to guarantee a **safe & enjoyable stay** for our guests.

## § 1 LETTING OF ROOMS

1. Letting of beds or rooms is **by the day**. If guests have not specified the duration of their stay in advance, we assume that they have booked the room, or bed, for one day only.
2. If you wish to **extend your stay**, you must make this known to the reception by **11:00 a.m.** at the latest on the day of your originally planned departure. An extension of your stay is subject to room availability.
3. If you wish to **leave early**, before the originally planned departure date, there can be no refund for services (incl. ski pass) that have already been booked.
4. **Check-in time: from 3:00 p.m. Check-out time: until 11:00 a.m.**
5. Guests are not permitted to **sublet** their room to third parties.
6. The price of the room includes daily room check (waste disposal) as well as the **standard end cleaning**. If **extra cleaning** is required, the guest will be charged for the **additional cleaning costs** at check-out time.
7. Help us save the climate and the environment. Every day, tons of towels are washed at hotels all over the world – the enormous amounts of detergent used are a burden on our environment. For this reason, **towels & linens are changed only every 3 days**. Please place your towels on the floor if you desire fresh towels at an earlier time.

## § 2 LOSS, THEFT & VANDALISM

1. It is the responsibility of the guests to make sure that their **door is properly locked** every time they leave their room.
2. All cases of **theft or wilful damage** will be **reported to the police immediately**.
3. Guests responsible for damage attributable to **vandalism** will be **charged** for the damages before departure. CUBE reserves the right to expel guests engaging in vandalism from the house immediately.
4. Personal items **left in the room** will be sent cash-on-delivery to the guest at the address provided by the guest. If the hotel receives no instructions of this kind, the objects will be kept for a period of 3 months.

## § 3 FIRE SAFETY & NO-SMOKING POLICY

1. The **fire safety regulations** must be followed unconditionally throughout the whole building.
2. The fire safety regulations strictly prohibit the **use of water boilers, mini stoves, toasters**, immersion heaters, electric irons and similar devices that do not form part of the regular room amenities!
3. Any attempt to **wilfully disable the fire and smoke alarms** will be punished by a fine of at least € 100.00\* / CHF 100.00\*\* or a charge of the technical expenses incurred if higher.
4. **It is strictly prohibited to smoke in the rooms**. Triggering a fire alarm can result in a charge of at least € 100.00\* / CHF 100.00\*\* or the billing of the cost for the deployment of the fire department (at least € 240.00 / CHF 1.000.00) to the person responsible.
5. Austrian\* / Swiss legislation\*\* basically prohibits smoking throughout CUBE. **Smoking is therefore permitted in the designated smoking areas only**.
6. For fire and safety reasons, **illegally parked vehicles** will be towed at the **owner's expense**.

## § 4 QUIET TIMES & MISCELLANEOUS

1. On the upper floors, the **quiet-hours of 10:00 p.m. to 7:00 a.m.** of the following day are to be respected. In particular, we ask you show consideration for the other guests when watching TV, listening to the radio, etc. (room volume).
2. As is usual in any hotel, **keeping or consuming outside food and drink is not permitted** anywhere in the building, including the rooms.
3. Taking unregistered persons to the upper floors is prohibited.
4. Guests under 18 years of age must be accompanied by a parent or guardian chaperone.
5. At CUBE, we abide by the **laws for the protection of minors**. **Alcohol will not be served** to minors under the age of 18.
6. The regular **traffic regulations apply in the designated CUBE parking lots**. CUBE assumes no liability for parked vehicles.
7. We ask for your understanding that various parts of the buildings may be closed during the morning for cleaning.
8. Use of climbing wall and slackline is entirely at your own risk.

### Rights of the Householder

The Management of CUBE exercises the Rights of the Householder on behalf of the householder. In the event of a violation of these House Rules, the CUBE Management, or its agent, may declare persons to be persona non grata. The guest must be told the reason for such action.

\* valid for CUBE BIBERWIER-LERMOOS & CUBE NASSFELD / \*\* valid for CUBE SAVOGNIN

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