

## SPECIAL TERMS AND CONDITIONS FOR THE PROVISION OF ACCOMMODATION SERVICES

### Hotels

1. These Special Terms and Conditions form a part of the applicable General Terms and Conditions.
2. The Mountain Vision AG ("MV") mediates the conclusion of guest admission contracts on behalf of and for the account of the hotel (Gastwirt), for which it is working as an agent. The accommodation contract mediated by the MV (Section 487 ff. OR) is concluded directly between the hotel and the customer. MV only acts as an agent with authority to collect payments pursuant to Section 418a ff. OR.
3. A price increase in hotel bookings may occur up to 14 days before arrival. Any increases are communicated to the customer in these cases 14 days before commencement of the contract.

4. The agreed price is payable as follows:
  - Upon completion of booking, the credit card details are redirected to the booked hotel by the MV to guarantee the reservation.
  - Payment for the services booked by the customer takes place at the hotel on arrival or departure (unless not stated otherwise in the 'terms of payment' indicated in the booking confirmation)
5. If the booking/order is changed or cancelled by the customer, the cancellation costs and handling fees shall be payable by the customer as follows (unless not stated otherwise in the 'terms of cancellation' indicated in the booking confirmation):

Cancellation period prior to arrival	Cancellation costs in%	Handling fee
Up to 14 days	Free of charge	CHF 70.00
13 days to 5 days	50%	CHF 70.00
4 days to 0 days	100%	none

- Amendments to the booking implemented in the same hotel (different room category, transferal of contract to another person, change in the duration of the agreement) are free of charge.
  - If the customer has made a deposit in the MV cancellation cost insurance fund and cancels his booking within 14 days of booking the hotel, the MV shall bear the cancellation costs in those cases referred to in the General Terms and Conditions of the fund. Any handling fees are charged to the cancellation fund.
6. If a group booking (bookings for 15 people or more) is changed by the customer or cancelled, the cancellation costs and handling fees shall be payable by the customer as follows:

Cancellation period prior to arrival	Cancellation costs in%	Handling fee
up to 90 days	Free of charge	CHF 50.00
89 days to 60 days	30%	CHF 70.00
59 days to 30 days	50%	CHF 70.00
29 days to 0 days	100%	none

- Amendments to the booking implemented in the same hotel (different room category, transferal of contract to another person) are free of charge.
  - Upon successful re-sale of the cancelled rooms, only a handling fee is charged.
7. Transfers to another hotel are considered to be new bookings. The above cancellation periods with the corresponding costs apply to the existing reservation.
  8. MV or the booked hotel shall charge any fees / cancellation fees to the customer's credit card held on file. The customer agrees to this clause explicitly.

### Holiday Apartments

1. These Special Terms and Conditions form a part of the applicable General Terms and Conditions.
2. The Mountain Vision AG ("MV") mediates the conclusion of leases for holiday apartments and houses on behalf of and for the account of property owners or lessors of holiday apartments and houses. The lease mediated by the MV is concluded directly between the lessor and the lessee. MV only acts as an agent with the authority to collect payments pursuant to Section 418a ff. OR.
3. For holiday apartment and holiday house bookings, a price increase can take place up to 28 days before commencement of the contract. Any increases are communicated to the customer in these cases 28 days before commencement of the contract.

4. The rent and additional costs are to be paid as follows:
  - Upon completion of booking, 40% of the total amount by credit card;
  - Unless otherwise noted, MV automatically charges the credit card on file with the remaining amount approximately 30 days before arrival. The customer agrees to this clause expressly.
  - For those bookings which take place less than 30 days before the beginning of the rental period, the full amount must be paid by credit card at the time of booking.
5. If the booking/order is changed or cancelled by the customer, the cancellation costs and handling fees shall be payable by the customer as follows:

Cancellation period prior to arrival	Cancellation costs in%	Handling fee
up to 30 days	Free of charge	CHF 70.00
29 days to 15 days	40%	CHF 70.00
14 days to 0 days	100%	none

- For amendments to the booking/order, such as name changes, appointing another lessee as a replacement or change of occupancy data, a handling fee of CHF 70.00 - CHF 140.00 maximum is charged per amendment.
  - If the customer has made a deposit in the MV cancellation cost insurance fund and cancels his booking within 28 days prior to the beginning of renting the holiday apartment, MV shall bear the cancellation costs in those cases referred to in the General Terms and Conditions of the fund. Any handling fees are charged to the cancellation fund.
  - Upon successful re-sale of the cancelled property, only a handling fee is charged.
6. If a group booking (bookings for 15 people or more) is changed or cancelled by the customer, the cancellation costs and handling fees shall be payable by the customer as follows:

Cancellation period prior to arrival	Cancellation costs in%	Handling fee
up to 90 days	Free of charge	CHF 50.00
89 days to 60 days	30%	CHF 70.00
59 days to 30 days	50%	CHF 70.00
29 days to 0 days	100%	none

7. Transfers to a different apartment or house are considered as new bookings. The above cancellation periods with the corresponding costs apply for the existing reservation.
8. MV shall charge any fees / cancellation fees to the customer's credit card held on file. The customer expressly agrees to this clause.