

SwissTech Hotel

General Terms and Conditions

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SwissTech Hotel
Route Louis-Favre 10b
1024 Ecublens

Phone: +41 (0) 21 694 06 10
Fax: +41 (0) 21 694 06 11
Email : sth@epfl.ch

www.sthotel.ch

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1. Introduction

All the reservations made through our website or through mobile services presuppose full and unconditional acceptance and the validity of each and every term of the General Terms and Conditions.

The agreement concerning the following General Terms and Conditions, occurs at the time of the reservation. No reservation may happen without this agreement.

The General Terms and Conditions applicable at the time of contracting the reservation apply.

If one of the provision of the General Terms and Conditions prove to be inadequate or null all of the other provisions of the General Terms and Conditions shall not be affected and remain valid. For the remainder legal provisions apply.

2. Subject-matter

1. These General Terms and Conditions establish the rights and obligations of the parties under any kind of reservation.
2. These General Terms and Conditions govern all of the necessary steps to the reservation and the monitoring of the reservation by the parties.
3. The client acknowledge and accept these General Terms and Conditions.

3. Pricing policy

1. The prices are indicated during and after the online reservation process.
2. The indicated prices are per room for the number of person(s) and/or for the dates indicated.
3. The prices are confirmed to the client all taxes included and in Swiss francs (CHF). They are valid only for the dates indicated.
4. All reservations, no matter where they are from are payable only in Swiss francs (CHF). Payments in other currencies are not accepted.
5. Unless otherwise specified top-ups (parking, breakfast) are not included in the price.
6. Unless otherwise specified the city tax is not included in the price. This sum shall be paid directly at the hotel at the front desk.
7. The prices take into account the applicable value-added tax (VAT) at the date of reservation making. The value-added tax (VAT) will be charged at the date of the invoice.
8. Any modification or introduction of new legal taxes or legally imposed taxes by the authority will be charged at the date of the invoice.

4. Payment

1. For regular reservations the client communicates the details of a credit card (Visa, Mastercard, American Express, Diners) in order to guarantee the reservation.

2. In order to protect and crypt the credit card details when they transit through our website, the security technology SSL (Secure Socket Layer) is used.
3. For the non-refundable reservations, the amount of lodging fare is automatically debited at the time of the reservation. The city tax, breakfast and other extras are to be paid during the stay.
4. The payment happens during the stay except for special fares such as the non-refundable price. In that case the amount is called deposit.
5. If a client does not show up or cancel his booking less than 24h in advance, the first night will be charged (c.f cancellation policy). When accepting the General Terms and Conditions the client authorizes the debit on the card provided upon booking.
6. We advise our guest to take out a cancellation insurance in case of unforeseen events (accident, sickness, delayed arrival, early departure).

5. Privacy Policy

All information received is strictly confidential and won't be transferred to any third party in accordance with the law on data protection (RS 235.1).

Please read our privacy policy

CCTV

For security reasons, the SwissTech Hotel records activity on cctv camera in multiple locations (parking, entrance, corridors, welcome desk) This data is stored for 72 hours then delated and is only used if there is a crime reported and police need to access the camera history). By accepting the SwissTech Hotel General conditions, you accept to be captured on screen by the security camera

WiFi

The SwissTech Hotel offers free wifi for clients however, the SwissTech Hotel cannot guarantee the security of this service nor the prevention of the wifi provider to collect and store metadata of the user, therefore by accepting these terms and conditions, the client acknowledges and accepts to use at the wifi at their own risk and discretion.

6. Responsibility

The SwissTech Hotel accepts no responsibility in case of death, personal injury, property damage for any person renting the rooms unless there is a proven fault from the SwissTech Hotel.

The SwissTech Hotel accepts no responsibility in case of loss, damage, delay due to a cause which is beyond its control in particular in case of force majeure such as explosions, floods, storms, fire, accidents, acts of war or civil or terrorist threats, restrictive measures from any official authority, strike or protest. In such a case, the reservation will be cancelled. The client won't be able to recover any part of the financial damage. (cf. 5)

The SwissTech Hotel accepts no responsibility for noise and nuisances of any kind whose cause is beyond our control.

6.1 Objets brought by the clients

The SwissTech Hotel accepts no responsibility for objects, exhibitions material and belongings brought and stored in the hotel premises. The hotel does not insure surveillance. The hotel accepts no responsibility for the loss, the disappearance or deterioration of the objects brought to the hotel unless there is major fault. It is the client's responsibility to insure the safe keeping of the objects brought to the hotel.

The material brought to the hotel must respect the fire security requirements. The hotel has the right to request an official certificate asserting the compliance with the requirements. Because of the possible deterioration, the list and the display of the objects must be previously discussed with the hotel. Exhibition materials must be removed from the premises at the end of the event. The SwissTech Hotel has the right to remove and/or store the material or objects left. In that case the client will have to pay for the removal or storage.

Packagings (boxes, plastic wraps...) in which the material is delivered to a client or to a third party for the event must be removed by the clients. If packagings are left on the hotel premises the SwissTech Hotel has the right to remove the material or objects left. In that case the client will have to pay for the removal.

6.2 Actions, use and responsibility

a) Hotel

The hotel accepts no responsibility within the scope of law for moderate and little negligence. The hotel will be liable only for intentional damages or for damages caused by gross negligence. If defects or disturbances occur in hotel services, the hotel will try to solve the problem as soon as the clients will have informed the front desk about it. If a client fails to inform the front desk in time he won't be enabled to have any reduction on the price of his room. The hotel accepts no responsibility for theft and deterioration of objects or materials brought to the hotel by a third party.

Only objects stored in the safe in the room are considered brought by the client. The hotel accepts no responsibility for moderate and little negligence. The hotel does not accept objects and valuables in the front desk safe. Please refer to articles 487 and following from the Swiss code of obligations.

b) Client

The client is liable to the hotel for every deterioration and loss caused by him, his invitees or people participating to an event that he organizes. Moreover the client, his invitees or people participating to an event that he organizes are responsible for the good use and return of the rooms and all other means and equipment provided by the hotel. Moreover the client, his invitees or people participating to an event that he organizes are responsible for equipment or means that they obtain with a third party and are liable for damages, loss and rehabilitation.

c) Third party

The third party who does a reservation for a client is the client's substitute.

7. Overbooking

When there is no room available in the hotel or in case of force majeure the hotel can book an accommodation for a part or the whole stay in a hotel nearby of the same category or of a superior category for the same amenities and services. All the fees generated by the transfer will be paid by the SwissTech Hotel.

8. Rooms

Basic Category

- Basic single room (140cm bed)
- Basic double room (160cm bed)

Standard Category

- Single room (140cm bed)
- Double room (160cm bed)
- Twin room (2x90cm beds)

Superior Category

- Superior double room (2x90cm beds)
- Family room (2x90cm beds and extra 90cm bed)

The VAT and services are included in prices.

The price mentioned on the reservation confirmation letter can't be changed even in case of changes in the SwissTech Hotel pricing policy.

9. Breakfast

The continental breakfast is not included in the price of the room. This service costs CHF 13.00 per person per day. Breakfasts ordered but not consumed won't be reimbursed.

10. City tax

The payment of the city tax which costs CHF 3.10 per person and per night is compulsory according to the regulations of Lausanne's metropolitan area. The price of the city tax can be changed at any time without notice.

11. Individuals reservations

Every client can book through different distribution channels:

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Phone: +41 (0) 21 694 06 10
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Email : sth@epfl.ch

- The hotel website: <http://www.sthotel.ch>
- The online travel agencies (OTAs)
- By phone : +41 21 694 06 10
- By email : sth@epfl.ch
- Directly on-site at the front desk

As soon as the reservation process is over, the SwissTech Hotel front desk will send a reservation confirmation letter. This letter will include all necessary details in order to insure a good stay.

12. Group reservations

A special price is offered for group for more than 9 rooms. The price will be CHF 125.00 no matter for what room category.

VAT and city tax are included in the price.

As soon as the reservation process is over, the SwissTech Hotel front desk will send a reservation confirmation letter.

12.1 Reservation with payment guarantee by the company

1. Up to 50 rooms can be blocked for a group if the reservation can be guaranteed by a credit card.
2. The company pays for all the participants or accepts to guarantee the total payment.
3. If all the rooms blocked are not booked before the final deadline one month before the beginning of the stay the following policy apply.
4. Cancellation policy
 - o If the cancellation occurs less than 30 days before the beginning of the stay, 50% of the total amount of the reservation will be charged.
 - o If the cancellation occurs less than 15 days before the beginning of the stay, 70% of the total amount of the reservation will be charged.
 - o If the cancellation occurs less than 24 hours before the beginning of the stay the entire amount of the reservation will be charged.
5. In case the company cannot guarantee the reservation by credit card, an amount of 30% of the entire amount of the reservation will be requested.
6. Damage reduction
 - o The hotel tries for individual and group cancellations to sell the rooms not used to other clients. To the extent that the hotel can provide the services cancelled in a reasonable time to a third party it reduces the damage to the first client.

12.2 Reservation without global payment or guarantee

1. 30 rooms can be pre-booked without fees up to 6 weeks before the beginning of the stay.
2. The organizer or the head of the group sends a discount code in order to enable the participants to book on the hotel website: <http://www.sthotel.ch>.

3. The participants book and pay directly their stay at the reduced price.
4. The organizer or the head of the group does not guarantee the booking.
5. When the entire block of room is booked the SwissTech Hotel can add extra blocks of 10 rooms at a time.

13. Reservation by a third party

1. The client can mandate a third party to manage his group reservation for participants.
2. The price will be increased by the commission requested by the third party.

14. Means of payment

The following means of payment are accepted

- Cash
- Credit cards:
 - Visa
 - MasterCard
 - American Express
 - Dinners
 - CUP
- Debit Cards:
 - Postcard
 - Maestro
- Invoice (payable within 30 days) An invoice can be sent in case of billing instructions for individual clients or groups whose rooms are paid by a company.

15. Refund

In case of a mistake during the reservation process or during the payment from the client no refund by credit card will be given by the SwissTech Hotel.

The non-refundable reservations won't be refunded no matter what the situation is.

16. Evolution and changes in the General Terms and Conditions

These General Terms and Conditions can be changed at all time or amended by the SwissTech Hotel. In that case the new version will be published online by the SwissTech Hotel. It will apply as soon as it will be online except for reservations made previously.

17. Applicable law/jurisdiction

The legal relationship between the client and the SwissTech Hotel shall be governed by the law of Switzerland. The court of jurisdiction is in Lausanne.

18. Conclusion

This regulation is subject to change at all time and applies to all SwissTech Hotel's services available directly or indirectly (with our partners) online, by email or phone. When accessing our website or any other platform to search for information or to use or book you acknowledge that you read and accepted these General Terms and Conditions.