



Chalet Zermatt Peak

CZP Chalet Zermatt Peak

Booking Form

PLEASE COMPLETE THIS FORM IN BLOCK CAPITALS AND SEND TO US BY EMAIL

MAIN GUEST DETAILS

Full Name	<input type="text"/>	Date of Birth	<input type="text"/>
Home Address	<input type="text"/>		
Nationality	<input type="text"/>	Passport Number	<input type="text"/>
		Passport Expiry Date	<input type="text"/>
Mob / Tel	<input type="text"/>	Email	<input type="text"/>

ARRIVAL AND DEPARTURE DETAILS

Arrival Date	<input type="text"/>	Arrival Time 15.00 or later	<input type="text"/>
Departure Date	<input type="text"/>	Departure Time 11.00am or earlier	<input type="text"/>
Number of Adults	<input type="text"/>	Number of Children	<input type="text"/>

PRICE

Rental Price	<input type="text"/>	Additional Amount To Cover Expenses	<input type="text"/>	Total To Be Paid	<input type="text"/>						
Deposit To Be Paid With Reservation	<input type="text"/>	%	<input type="text"/>	CHF	Balance To Be Paid	<input type="text"/>	%	<input type="text"/>	CHF	Date Balance To Be Paid By	<input type="text"/>

CREDIT CARD DETAILS

Name of Card Holder	<input type="text"/>		
Type of Card	<input type="text"/>	Expiry Date	<input type="text"/>
Number on Card	<input type="text"/>	Security Code	<input type="text"/>

Notes and Other Info

DECLARATION FOR CONFIRMING YOUR BOOKING:

I hereby acknowledge and agree to the terms and conditions set out in this 3 page chalet booking form. I acknowledge receipt of all 3 pages and can confirm that I have fully read these before signing this declaration and that I fully understand them. I confirm that I am over 21 years of age and that I agree to promptly pay when due the Rental Price as set out above and any other amounts that may become due under this agreement. I also fully understand and accept that as I am responsible for the booking, that I am personally liable to pay for all additional costs, any damages or any items removed from the chalet within 7 days of being presented with such additional costs / damages and that it is my personal responsibility to seek repayment from any of my guests and that their non repayment to me does not permit me to delay payment of any such additional costs / damages to CZP Chalet Zermatt Peak AG.

I hereby authorize you to debit my credit card with any additional costs / charges / damages / costs for items removed from the premises that have not already been paid for during my stay.

Name	<input type="text"/>	Date	<input type="text"/>
Place when signed	<input type="text"/>	Signature	<input type="text"/>



Chalet Zermatt Peak

Chalet Zermatt Peak AG

Triftweg 47
CH 3920 Zermatt
Switzerland

Tel: Sarah +41 (0)79 2447 721
Email : sarah@chaletzermattpeak.com
Website : www.chaletzermattpeak.com



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BOOKING DETAILS

The Booking Price only includes those items listed below. Any extra services or items will be quoted for or charged for separately by us or the individual suppliers. We do not extend credit facilities for any services.

The booking price includes the following for the fully catered & staffing option:

- Exclusive use and rental of the chalet and its facilities for the rental period
- Welcome greeting and introduction to the Chalet (Please allow a minimum of 1 hr for this)
- Champagne reception
- Chalet Manager & Personal concierge
- Personal chef for breakfast and dinner
- Personal butler / waitress service to serve all food and drink
- House-keeping service to include a change of bed linen and towels when required
- Daily tea and coffee
- Electro taxi chauffeur
- Two classic massages per day inclusive
- Daily newspapers and magazines
- Breakfast 7 days per week
- Afternoon tea 7 days per week
- Pre-dinner canapés 6 days per week
- Evening meal in the Chalet 6 days per week
- Open bar
- Carefully selected house wines
- Fresh flowers daily
- Wood for fireplace
- All local taxes and charges

The booking price excludes any item not specifically mentioned above (without limitation):

- Private limousine return transfer from Geneva, Bern or Sion airport
- Flights or Helicopter
- Holiday or travel insurance or cancellation insurance
- Lift passes or ski rental
- Childcare arrangements
- Any telephone bills on any phone in the property

Please Note:

- No discounts are applied to empty beds should any of your party fail to arrive or depart early
- No pets at all are allowed.
- No smoking inside any part of the chalet however smoking is permitted on any terrace or balcony
- No shoes may be worn inside any part of the chalet

Travel Insurance:

You should ensure you have full travel insurance to cover your travel arrangements in case of flight cancellations, delays in travel, illness or accident. Your cover should also include cancellation / early departure cover for any reason.

CZP Chalet Zermatt Peak AG accepts no responsibility for late arrivals / cancellation / early departure for whatever reason and does not issue part or full refunds in any circumstances save should your holiday need to be cancelled by CZP Chalet Zermatt Peak AG for reasons beyond its control.

STANDARD TERMS AND CONDITIONS

1. YOUR BOOKING

1.1 The booking is made between CZP Chalet Zermatt Peak AG ('CZP') trading under the name of "CZP Chalet Zermatt Peak" and the signatory on the booking form who must be over 21 years of age ('you'). All correspondence to CZP is to be addressed to: CZP Chalet Zermatt Peak AG, Triftweg 45, Zermatt 3920, Switzerland.

1.2 The contract between you and CZP which is confirmed by the Booking Form is in all circumstances subject to these standard terms and conditions which are deemed to be incorporated into the terms of the Chalet Booking Form, unless expressly agreed to vary jointly by you and CZP in writing.

2. AMENDMENTS BY YOU

2.2 Amendments relating to the services which CZP is to provide must be confirmed in writing by you. Such amendments will come into effect on the day they are received by CZP. You agree to indemnify CZP for any reasonable expenses incurred in making an amendment whether or not CZP succeeds in confirming your request.

2.3 CZP cannot accept any change of dates once your booking is confirmed. If you arrive and take occupancy of the property during the booking period for a shorter period than that specified this will not reduce the Booking Price or entitle you to any refund or discount.

3. CANCELLATION BY YOU

3.1 Any cancellation will come into effect on the day on which written or email notice (the "Cancellation Notice") is received by CZP. Following any cancellation you will remain liable to CZP for the Cancellation Amount (as defined below by reference to the date on which the Cancellation Notice is received by CZP). To the extent that you have paid a deposit or the full balance, you will be refunded the amounts as set out in 3.2

3.2 For the above purposes, the cancellation amount (the "Cancellation Amounts") shall be the amount specified opposite:

(a) Cancellation Notice received by CZP on a date falling more than 12 weeks before the booking date: The refund will be 75% of the total booking cost, depending on what payments have been received CZP are effectively retaining 25% of the total booking cost.

(b) Cancellation Notice received by CZP falling more than 8 weeks and less than 12 weeks before booking date: The refund will be 50% of the total booking cost, depending on what payments have been received CZP are effectively retaining 50% of the total booking cost.

(c) Cancellation Notice received by CZP less than 8 weeks before the booking date. The refund will be 0% of the total booking cost, depending on what payments have been received CZP are effectively retaining 100% of the total booking cost.

3.3 Depending on the reason for your cancellation, you may be able to reclaim these charges under the terms of your insurance policy.

3.4 Please note that any additional services that may have been booked by CZP at your request (such as ski schools, ski guides, equipment, trips and any other arrangements) are not covered by these conditions and are subject to the cancellation terms of the individual service supplier.

3.5 You hereby agree to indemnify CZP of any cost or expenses incurred by it in relation to the cancellation of any such services on your behalf, whether or not such services are cancelled in conjunction with your CZP chalet booking or independently of such booking.

3.6 CZP cannot be held responsible for weather, snow conditions or personal illness or accidents, consequently, any cancellation made by you for any reason will be subject to these standard conditions.

3.7 In the event that you have returned a signed booking form and funds are not transferred or received by CZP, you will still be liable for the full booking amount due under the terms of point 3.2.

4. AMENDMENTS BY CZP

4.1 We reserve the right to advise you of changes to your booking (other than date changes) both before and after you make a booking. An amendment made prior to departure which is deemed to be significant by CZP acting reasonably (for example a change in accommodation) gives you the right to cancel the holiday if you choose to do so. Should you cancel in such circumstances you will receive a full refund (excluding any additional services).

4.2 CZP will not be liable for any expenses, costs or losses incurred by you as a result of any change. CZP shall not be liable for any refund should CZP be forced to cancel or change your holiday due to circumstances amounting to force majeure. Such circumstances shall include, but are not limited to, war or threat of war, riot, civil strife, terrorism, industrial disruption, natural disasters, excessive snowfall or avalanches, fire, technical problems, adverse weather, governmental action and similar events beyond our control.

5. CANCELLATION BY CZP

5.1 In all cases, CZP reserves the right to cancel your holiday for the dates you have reserved for reasons outside of its control. This is extremely unlikely, but should this event occur you will be fully refunded the amount paid.

5.2 If you fail to pay the balance of the booking price or other costs before the due dates, we reserve the right to cancel your reservation (unless we agree otherwise in writing) which shall be treated as a cancellation by you and any refund will be as per the refund rules set out in paragraph 3.2 above.



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6. YOUR RESPONSIBILITIES

6.1 As part of this contract you hereby agree to guarantee payment for any chargeable services requested by any member of your group both before or during your holiday.

6.2 You undertake to treat the property with care and respect. CZP will be entitled to recover the cost of any damage caused or additional cleaning caused by any member of your group. Behaviour deemed unacceptable by CZP will result in the termination of your holiday and you shall have no right to any refund, compensation or costs or expenses incurred as a result of such termination.

6.3 It is your responsibility to provide written details of any allergies suffered by any member of your group. We will not be liable in the event of any allergic reaction but will do our utmost to ensure that precautions are taken in respect of any allergies that we have been advised of and acknowledged receipt of.

7. HEALTH, PASSPORTS AND VISAS

7.1 It is your responsibility to ensure that documents are in proper order before travel. CZP accepts no liability for any loss or inconvenience caused as a result of your failure to take reasonable care in this respect.

7.2 EU Nationals are advised to hold a full passport valid for the duration of the holiday and for at least six months after the journey home. Please note that all children including infants require their own passports. Neither vaccinations nor visas are currently required to enter Switzerland. However, pregnant mothers are advised to obtain clearance to fly both from their doctor and airline if their pregnancy exceeds 28 weeks on the date of their return.

7.3 Non-EU Nationals traveling to Switzerland, please contact your local Swiss Consulate, the Swiss Embassy as some nationalities will require a Visa. Website: www.swissembassy.org.uk.

8. TRANSPORT

8.1 Unless we have agreed otherwise, it is your responsibility to make your group's travel arrangements to the resort where the property is located. Please inform CZP of your own flight arrangements at least two weeks prior to departure, and confirm your expected arrival time in resort prior to your arrival date so that CZP can arrange for you to be met on arrival.

8.2 CZP cannot accept responsibility for guests missing flights for any reason or mislaying or destroying travel documents. As noted above, no credit or refund will be given if you fail to take up a component of your holiday as a result of a delayed arrival or the need to depart earlier than expected.

9. COMPLAINTS

9.1 If you are ever unhappy with any aspect of your holiday, you must address your complaint immediately to the CZP Chalet Manager. In the unlikely event that your problem cannot be resolved locally, you must inform CZP, in writing or by email, of your complaint within 14 days of your return so that any claims you may have can be examined fully.

9.2 If your dispute cannot be settled amicably, it may (if you wish) be referred to arbitration and both parties must agree the appointment of a relevant arbitrator.

10. END OF WEEK PAYMENTS

Upon request, CZP or its suppliers will make purchases on your behalf both before and during your holiday or provide you with additional goods and services. To enable us to do so, the credit card details that have been provided will be used as a guarantee prior to your arrival in the resort. Please note that any such purchases must be settled in full during or at latest at the end of your holiday.

11. SECURITY AND DAMAGE DEPOSIT

11.1 Your credit card details will be required by way of security deposit upon your arrival in resort.

11.2 Your card will not be charged unless CZP suffers any loss or expense in providing the services you require and such loss or expense has not been paid for by you on departure, or unless we receive an instruction from you to charge your credit card for the payment of services requested by you.

12. MOUNTAIN ACTIVITIES

12.1 It is the responsibility of you and your group to judge the suitability of each area in which you ski / board / sledge / climb or walk and to ensure it is well within the capabilities of the skiers / boarders / sledgers / climbers / walkers. In the event that you or any member of your group follows the recommendation of or is accompanied by any representative of CZP, CZP will not be liable for any injuries, however caused.

12.2 It is requested that all members of the group partaking in any form of activity or sport have suitable cover for such activity in their insurance policy.

13. USE OF ITEMS PROVIDED BY CZP

13.1 Should you choose to use items such as walking boots, skis or any other equipment which is provided complimentary by CZP and you experience any form of accident using such equipment CZP accepts no responsibility for such accident.

13.2 It is your responsibility to ensure and check the equipment is fit for its purpose before using it and to ensure that it is used correctly and safely whilst in use.

14. ITEMS IN THE CHALET

14.1 Due to the chalet having a luxury interior design, it contains many items, accessories and fittings. Prior to all guests arriving and on departure, a stock take for the whole building is completed by two members of staff independently, ensuring complete accuracy.

14.2 Any differences between the two stock takes i.e. Any items missing or damaged will be charged to you at the retail price for any such items including transport / shipping to Zermatt.

15. SERVICE CHARGE & GUEST BOOK

All the staff at CZP pride themselves on providing guests with a 5*+ service and as such we add NO SERVICE CHARGE to your account. Should you wish to reward the CZP team for their service 100% of any tips left will be shared equally with the CZP team.

16. CZP PURCHASE & GUEST ASSURANCE

CZP is registered as a 5*+ luxury catered chalet / boutique hotel and in the event that a future sale takes place, it will be conditional on CZP continuing its existing operation and any existing bookings will be honoured.

17. HOUSE RULES

17.1 Whilst inside CZP it is not permitted to smoke, take drugs, or allow the entry of pets. It is permitted to smoke on balconies and terraces.

17.2 It is not permitted to become intoxicated to the point whereby you no longer are in control of your actions which may cause harm to yourself, fellow guests or staff.

17.3 Anti-social behavior towards fellow guests or staff is not acceptable

17.4 When within the house, slippers or soft-soled indoor shoes are allowed only if they have not been worn outside. There are slippers available at the entrance and these should be worn at all times.

17.5 It is not permitted to cause damage to the property in any manner and care should be maintained at all times to use items as per their intended use

17.6 Children must be supervised at all times when let into the wellness, or allowed to be in the proximity of the natural fire or bio-fires around the house.

17.7 You hereby agree to respect and abide by these house rules and any others brought to your attention including those described in the information pack that will be provided to you on arrival.

17.8 Should you be in breach of any of these rules CZP will be entitled to charge for any necessary cleaning / replacement costs and terminate the balance of your booking without compensation.

18. GENERAL

Headings within these booking conditions are for reference purposes only and all images are intended to give a general impression only. These standard terms and conditions and the terms set out in the Chalet Booking Form together constitute a contract and the entire agreement between you and CZP and shall be subject to and governed by Swiss Law.

These CZP standard terms and conditions shall apply to all CZP bookings unless otherwise expressly agreed for in writing with CZP.



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