

## TOUR OPERATOR NET CONTRACT

# Valid from 05.08.2019 – 30.11.2020 On request

Between

hereinafter referred to as the "Customer"

Company

World Avenues S.A. Travel Services

Contact

Amria Saeed

Address

Riute de Frontenex 51, CH-1207 Geneva

VAT number

CHE 109 867 307

**Account Manager** 

Amira Saeed

Phone

+41 41 22 906 9400

Email

d.kempf@waldhaus-flims.ch

And

hereinafter referred to as the "Hotel"

Company

WF Swiss Hospitality GmbH

Address

Waldhaus Flims Alpine Grand Hotel & Spa

Via dil Parc 3

7018 Flims Waldhaus

VAT number

CHE-480.841.586

Contact

Daniel Kempf, Resident Manager i/c Sales

Phone

+41 76 283 36 32

Email

d.kempf@waldhaus-flims.ch

Only the Hotel can give permission to use these rates on the internet. For the below mentioned time period, the Hotel and the Customer agree on the following terms and conditions for FIT business based on demand and availability:



Seasons	Occupancy	Room Types	1, Classic Superior Room	2. Chalet Room	3. Superior Room	4. Deluxe Room	5. Superior Junior Suite	6. Deluxe Junior Suite
		Maximum occupancy	A:2 T:2	A:3 T:5	A:2 T:2	A:2 T:3	A: 2 T: 2	A:2 T:2
Season 1 Summer	Single/Double Occupancy	Coccpanicy	334.00	371.00	371.00	446.00	521.00	596.00
Season 2 Summer	Single/Double Occupancy		401.00	439.00	439.00	514.00	589.00	664.00
Season 1 Winter	Single/Double Occupancy		401.00	439.00	439.00	514.00	589.00	664.00
Season 2 Winter	Single/Double Occupancy		551.00	589.00	589.00	664.00	739.00	814.00

Allocation upon request 1 upon request

Release date:

Blackout Dates for the allocation

Winter 3 weeks

Summer 1 week 27 12 2019 - 05 01 2020 / 05 02 2020-15 02 2020 / **04.**-06 09 2019

MARKET VALIDITY: The above-mentioned rates are in CHF and valid worldwide.

MAX. OCCUPANCY: maximum adults in the room = A; maximum total persons in the room = T

2



## **Room Description**

- Classic Superior Room: park or mountain view; no balcony; bath or shower; some with connecting door to another category; 21sqm-29sqm
- 2. Chalet Room: Swiss chalet style; balcony with mountain view; bath; some with connecting door; additional sleeping sofa; 1 rollaway bed or baby cot possible; up to 31sqm-34sqm
- 3. Superior Room: balcony with mountain or Park view; bath or shower; 25sqm-29sqm
- 4. Deluxe Room: balcony with mountain or park view; bath or shower; some with connecting door to another rom category; 1 rollaway bed or baby cot possible; 30sqm-39sqm
- 5. Superior Junior Suite: combined living and sleeping room; no balcony; park or mountain view; bath or shower; some with connecting door to another room category; 32sqm-43sqm
- Deluxe Junior Suite: combined living and sleeping room; balcony with mountain or park view; bath or shower; some with connecting door to another room category; partly 1 rollaway bed possible; 43sqm-50sqm

Dates	from	to (including)	
Season 1	1-Dec-19 (Winter)	20-Dec-19 (Winter)	
	6-Jan-20 (Winter	7-Feb-20 (Winter)	
	24-Feb-20 (Winter)	18-Apr-20 ( <del>Summer</del> ) Ալկ	iter
	28-Apr-20 (Summer)	11-Jul-20 (Summer)	
	18-Aug-20 (Summer)	3-Oct-20 (Summer)	
	20-Oct-20 (Summer)	30-Nov-20 (Summer)	
	18- Aug- 19 ( Summer)	03-Oct-19 ( Summer)	
	20-Oct-19 ( Summer)	30-Nov-19 (Summer)	
Season 2	21-Dec-19 (Winter)	5-Jan-20 (Winter)	
	8-Feb-20 (Winter)	23-Feb-20 (Winter)	
	19-Apr-20 (Summer)	27-Apr-20 (Summer)	
	12-Jul-20 (Summer)	17-Aug-20 (Summer)	
	4-Oct-20 (Summer)	19-Oct-20 (Summer)	
	22-Jul-19 ( Summer)	17- Aug -19 ( Summer)	
	04-Oct-19( Summer)	19-Oct-19 ( Summer)	

## THE CONTRACTED RATES INCLUDE THE FOLLOWING:

- a. Accommodation including extensive breakfast buffet
- b. Inroom Nespresso coffee machine and kettle
- c. Wi-Fi complimentary internet access
- d. Amenities à discrétion
- e. Access to the Waldhaus Spa with indoor pool, heated outside pool and natural swimming pond
- f. Use of the Waldhaus Spa sauna facility with aroma- and steam bath, separate sauna facilities for ladies and unique earth sauna
- g. 24h use of the well-equipped fitness club and gymnastics area, access to daily exercise and relaxation sessions
- h. Bathrobe and slippers
- i. For kids from 2 to 12: complimentary access to the Kids' Club under professional care
- j. Complimentary pick-up service from the bus stop Flims Waldhaus Caumasee
- k. Free shuttle to the village / Ski lift in summer & winter





#### 1. TERMS & CONDITIONS

Confidential rates can be exclusively used by the contracting partner on the below conditions:

- a. All rates are in CHF (Swiss Franc)
- b. All rates are per room and per night
- c. Rates are inclusive of the current applicable VAT of 3.7% (subject of change)
- d. Rates are inclusive of Guest Tax
- e. All rates are non-commissionable and only valid for individual bookings up to 9 rooms. Not valid for groups.
- f. All rates are valid for the available room category at date of request
- g. As we agree on net rates in this contract, your company agrees to mark-up contracted room rates by at least 30% and package hotel rates with additional package elements such as flight, half board, wellness packages or festival tickets etc.; before disclosing to the end-consumer. This shall also apply to publication and sale via Internet (non –commissionable).
- h. The above rates are confidential and must not be communicated directly to any third party, rates are only applicable to B2B.

#### 2. SPECIALS

- a. Stay for 3, pay for 2 (available in Season 1 with arrival on Sunday, Monday or Tuesday)
- b. Stay for 4, pay for 3 (available in Season 1)

All our offers cannot be cumulated or combined with each other.

#### 3. RESERVATIONS

Reservation requests must be sent in writing by email to <a href="mailto:reservation@waldhaus-films.ch">reservation@waldhaus-films.ch</a> with all necessary details. Reservations will not be considered as confirmed until the confirmation in writing from the Hotel is received. Telephone availability checks are not considered as a commitment for the reservation. The Hotel is not required to provide verbal confirmation of availability.

## 4. CHECK-IN AND CHECK-OUT TIME

Check-in time is 3:00 PM and check-out time is 11:30 AM. All guests arriving before 3:00 PM will be accommodated as rooms become available. A late check-out fee will be applicable for guests leaving after 12:00 PM.

## 5. CHARGES

### Overnight Stay (net rates)

- All children up to 2 years old are complimentary
- All children 3 to 5 years old pay a supplement of CHF 18.75 per child, per day, including breakfast, in a baby cot or a rollaway bed or sofa bed in the booked room.
- All children 6 to 12 years old pay a supplement of CHF 48.75 per child, per day, including breakfast, in a rollaway bed or sofa bed in the booked room.
- All persons 13 years and older pay a supplement of CHF 101.25per person, per day, including breakfast, in a rollaway bed or sofa bed in the booked room.

Garage per vehicle/night

Outdoor parking per vehicle/night

Pets (excluding food)/night

CHF 35.00 (gross rate – no mark-up)

CHF 15.00 (gross rate – no mark-up)

CHF 45.00 (gross rate – no mark-up)





#### 6. CANCELLATION POLICY

All cancellations need to be in writing and require a re-confirmation from the Hotel.

Season 1

Up to 15 days prior to arrival

no cancellation fees

14 - 7 days prior to arrival

75% on the room rate (on the whole stay bed & breakfast)

6 days or less prior to arrival

100% on the room rate (on the whole stay bed & breakfast)

Season 2

Up to 61 days prior to arrival

no cancellation fees

60 – 21 days prior to arrival 20 days or less prior to arrival

75% on the room rate (on the whole stay bed & breakfast) 100% on the room rate (on the whole stay bed & breakfast)

All cancellations need to be in writing and will be re-confirmed by the Hotel.

## 7. PRE-PAYMENT DETAILS

The Hotel requires the full pre-payment by credit card or bank transfer of all reservations to be received 7 working days after reservation. If full pre-payment is not received within the mentioned time, the reservation will be automatically cancelled.

#### 8. BANK DETAILS

All bank transfers should be made to the following bank account:

Bank

**UBS Switzerland AG** 

**BIC/SWIFT** 

**UBSWCHZH80A** 

IBAN Number

CH48 0023 0230 5964 5101 H

Account Holder

WF Swiss Hospitality GmbH, Via dil Parc 3, 7018 Flims Waldhaus

#### 9. GROUPS

The rates in this agreement are not valid for groups and can be used for reservation with less than 9 rooms. Group rates will be applicable to requests for 9 rooms per night & above, based on size, dates and length of stay. The detailed quotation is on request.

### 10. AMENDMENTS

Amendments to this contract shall only be valid if made in writing and signed by the Hotel. Amendments made over phone will not be considered as valid.

The waiver of any terms and conditions for one particular occasion shall not be deemed a waiver of such terms and conditions on any future occasions.

## 11. CONFIDENTIALITY

The agreement is to be treated confidentially by both parties. The company is not allowed to disclose to clients or third parties any hotel-contracts or make these confidential rates visible to the public.



#### 12. TERMINATION

Either party may terminate this agreement by giving thirty days' written notice.

### 13. ACT OF GOD

In the event of an Act of God or of unpredictable events against which it is powerless or which are beyond reasonable control, the party concerned (the Hotel or Tour Operator/Travel agent) shall be released from its obligations without compensation.

#### 14. EXECUTION LAW

In case of any contradiction in the interpretation and execution of this contract and the one proposed by the Tour Operator, this contract would always prevail.

For any questions derived from the interpretation and execution of this contract, both parties will submit themselves to the Courts of Switzerland. In any case, the norms to be applied are those that correspond to the Swiss Tourist Legislation.

Rates effective upon receipt of signed contract by the Hotel. In the event of non-compliance with this contract, the Hotel reserves the right to terminate the contract immediately at any time.

WF Swiss Hospitality GmbH

Waldhaus Flims

ns-Waldhaus - Switzerland

41 81 928 48 48

nfd@waldhaus-flims.ch

For WF Swiss Hospitality and blus-flims.ch Waldhaus Flims Alpine Grand Hotel & Spa Burkhard Wolter, General Manager

Date: 05.08.2019

For: World Avenues S.A.

Amira Saeed

Contracting Agent

World Avenues SA

06.08.2019

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ALPINE GRAND HOTEL & SPA

## **CONTACT INFORMATION**

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	7018 Flims			
	Switzerland			
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