

# Terms and Conditions

## 1. Scope

These terms and conditions govern the legal relationships between the customer and Morges Region Tourism (hereinafter referred to as "MRT") for the agreed arrangement.

## 2. Conclusion of the contract and services

These terms and conditions apply to all bookings made on the MRT website and by its information offices, and are valid for all participants of the stay. The number of persons indicated in the contract must be respected in all cases.

## 3. Booking conditions and prices

Booking through the internet is only possible with a valid credit card. Accepted credit cards are: Visa, Eurocard/Mastercard, American Express.

Your hotel booking must be guaranteed by the credit card number (with expiry date).

The amount due for the hotel booking (excluding MRT hotel packages) is to be paid directly at the hotel's reception.

The prices in Swiss francs stated in the booking confirmation are binding. Price adjustments may only be made in the event of the introduction of or increases to fees, charges or taxes, increased transport costs or the like until 3 weeks prior to the start of the holiday.

In the event of an evidently erroneous booking caused by errors in the booking system, the prices agreed upon shall be invalid. Should this occur, MRT shall be entitled to cancel the booking with-out compensation.

## 4. Conditions for modifying and/or cancelling a hotel booking

Any modification or cancellation must be announced to MRT. The hotel's cancellation and payment policies apply. Any reservation guaranteed by credit card, not cancelled within the specified timeframe, is subject to invoicing. In that case, the hotel may debit



the credit card for one or several nights, according to the length of the stay and the selected hotel's cancellation policy. Regarding rooms subject to conditions (special prices and promotions), the hotel may debit the credit card without prior notice at the time of booking. In the case of bookings for several nights, if it's a no-show, the hotel will cancel the booking without prior notice.

## 5. Booking conditions specific to MRT hotel packages

Payment for the booking is made directly to MRT by way of a credit card. The amount paid covers all benefits included in the package. Any additional service shall be directly paid to

the hotel on departing. Every modification or cancellation must be announced to MRT only. Fees of CHF 50.00 will be charged for any modification or cancellation made as from the booking date until 3 business days preceding your arrival. After that, the total cost of the package may be retained or partially reimbursed.

## 6. Booking conditions specific to tourism products

The full amount of the booking for one or several tourism products (such as activities etc.) is to be paid to MRT directly when booking. No refund is possible in case of cancellation, except if the provider cancels the service in the event of force majeure.

## 7. Responsibility

For damage that is material or to property, MRT is not liable. Bookings are legally binding. The provider is responsible for the accommodation and the services specified in writing (arrival and departure conditions, terms and conditions, and criteria regarding the establishment). MRT does not accept any responsibility or liability, particularly regarding damages caused by the customer, accompanying people or third parties, in case of force majeure or other unforeseeable or unavoidable circumstances despite all due diligence, etc. The responsibility for valuables such as precious objects, jewellery, cash, cheques, credit cards, furs, photo and video cameras, telecommunication means, etc. is expressly excluded. Legal provisions apply for extra-contractual liability, except if the present booking conditions provide for other limitations or liability exclusions.

## 8. Data protection

Visitors of the MRT website decide what personal information they desire to share with



MRT. However, MRT wishes to inform internet users that when they visit the website and read the newsletters, MRT automatically obtains access to information regarding traffic. The latter is used only within MRT and serves exclusively to establish statistics or to send information regarding the destination.

Any other use of visitors' personal data, such as the sale of this information to third parties, is absolutely excluded.

## 9. Insurances

MRT draws the customer's attention to the fact that it may be useful to take out individual insurance, such as luggage, cancellation charge, accident, health, special repatriation expenses, etc. insurance. If need be, the customer will take out such an insurance with the company of his or her choice and at his or her own cost.

## 10. Ombudsman

Before submitting litigation to a tribunal, the customer must contact the independent ombudsman of the Swiss travel industry. He will strive to find an equitable solution to resolve any differences that may arise between the customer and MRT.

Ombudsman's address:

Ombudsman of the Swiss Travel Industry / Postbox / CH - 8801 Thalwil

## 11. Applicable law and place of jurisdiction

Swiss law applies to the legal relations between the customer and MRT.

The nullity of single agreements of the contract does not cause the nullity of the whole contract.

## 12. MyClimate "Cause we care"

Morges Region Tourisme is aware of its responsibility towards the environment, society and the economy and participates in the myclimate sustainability programme "Cause we care". Morges Region Tourisme offers a 1.5% surcharge for its activities when purchasing online, but a minimum of CHF 1. - for a climate-neutral offer. Your voluntary contribution to "Cause We Care" will be doubled by the region.

With these contributions, the greenhouse gas emissions associated with the requested offer are reduced by high-quality climate protection projects of the myclimate Foundation. At the same time, the Morges Tourisme region doubles your contribution and invests

internally in sustainability. This allows you to have a double positive impact on climate protection. The activity becomes climate neutral.

In the event of dispute, the place of jurisdiction is

Morges. Morges Region Tourisme, April 2021