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1. Scope of Application

These General Terms and Conditions (GTC) apply to all legal relationships between Heller Gastro AG (Eiger Lodge, hereinafter referred to as Heller Gastro AG) and the guest.

2. Conclusion of Contract

A contract between the guest and Heller Gastro AG is concluded upon receipt of a written, telephone, electronic, or personal booking and the issuance of our confirmation. These General Terms and Conditions form part of this contract. Notifications sent by email are considered to be made in writing. Booking confirmations for the group house (Eiger Lodge Easy) must be returned signed no later than 5 months prior to arrival.

3. Booking Conditions

For all bookings not made via the internet, credit card details must be provided as a guarantee or a deposit of at least 50% of the booking amount must be made. If these conditions are not fulfilled, Heller Gastro AG may cancel the booking without notice. Cancellation costs are governed by Section 5 below.

All prices are in CHF, including VAT but excluding visitor's tax.

4. Price Changes

Heller Gastro AG may change the published prices in the following cases:

- Newly introduced or increased government charges (e.g., VAT, visitor's tax, etc.)
- Exchange rate changes (calculated at Heller Gastro AG's daily exchange rate)
- Clearly explainable printing errors

5. Cancellations and Rebookings

5.1. General Conditions

Cancellations or rebookings are only valid if submitted in writing via E-Mail to Heller Gastro AG at info@eigerlodge.ch.

Mythos Eiger Nordwand

Heller Gastro AG
Eiger Lodge
Grundstrasse 58
CH - 3818 Grindelwald

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Flexible Rate: Individual & Group Bookings up to a Booking Volume of CHF 2,500 (excl. visitor's tax)

Up to 4 days before arrival: cancellation free of charge

From 3 days before arrival, early departure, or no-show: 100% of the invoice amount

Group Rate 1: Booking Volume between CHF 2,500 and CHF 7,500 (excl. visitor's tax)

Up to 22 days before arrival: cancellation free of charge

From 21 days before arrival, early departure, or no-show: 100% of the invoice amount

The total amount must be paid 21 days in advance

Group Rate 2: Booking Volume from CHF 7,500 (excl. visitor's tax)

Up to 61 days before arrival: cancellation free of charge

60 days before arrival: approximate number of participants must be provided; first partial payment of 75% of the registered participants will be invoiced

30 days before arrival: definitive number of participants must be provided, and the remaining amount must be paid (= 100% of the invoice amount)

Early departure or no-show: 100% of the invoice amount

Catering Cancellation Conditions

Cancellation of entire catering service: - Up to 5 days before the date: free of charge - From 4 days before the date: CHF 100

The number of persons may be adjusted up to 4 days before the catering date without additional cost (billing based on the registered number of persons). From 3 days before the date, at least the registered number of persons will be charged. If additional persons register later, they will also be charged.

On winter weekends, a minimum stay of 2 nights applies; a single night cannot be canceled (both nights must be paid). Reserved beds will be charged to the guest, including for those who are ill, injured, or otherwise unable to attend.

For refunds to the guest, a **processing fee of CHF 25 will be charged**. For group contract agreements, a **flat fee of CHF 100** will be charged for administrative effort.

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5.2. Cancellation Costs and Insurance

Cancellation costs may be covered by cancellation insurance if the guest has taken out such insurance externally

5.3. Cancellation Due to Force Majeure

In cases of force majeure such as political unrest, strikes, natural disasters, etc., Heller Gastro AG may cancel reservations for safety reasons at short notice. In such cases, the guest will receive the amount already paid in the form of a voucher.

5.4. Disruption and Operational Restrictions

Disruptions such as noise and/or operational restrictions do not entitle the guest to any compensation or refund.

6. Minimum Stays

The following minimum stays apply at Heller Gastro AG:

Winter weekends: 2 nights

over New Year: 4 nights

7. Compensation and liability

Heller Gastro AG is liable for damages only in cases of intent or gross negligence. Liability for property brought in by the guest will be assumed to the extent permitted by law. Claims must be made immediately, at the latest 7 days after in writing to Heller Gastro AG and no later than 7 days after departure; otherwise the claims are deemed to have expired. Theft: only applies in the event of theft from closed cupboards and rooms.

8. Car park

Heller Gastro AG offers its guests a limited number of parking spaces for CHF 5 / per night next to the Eiger Lodge. It only accepts liability within the prescribed by law

9. Use of the rooms

The rooms and public areas are to be used and treated with the utmost care by the guest. The rooms may only be used or occupied by the number of persons (including children) specified in the contract. The guest is not permitted to use Heller Gastro AG for the use of third parties. The guest is liable for any damage, unless he can prove that this was caused through no fault of his own or that of third parties (or the fault of other users). Damage must be reported to Heller Gastro AG without delay. Heller Gastro AG reserves the right to check the condition of the rooms at any time.

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Heller Gastro AG reserves the right to charge for any additional expenditure incurred. Additional expenditure which exceeds normal cleaning will be charged at a minimum of CHF 50. The rooms and the group house part are available from 3 pm on the day of arrival. On the day of departure the rooms must be vacated by 11 am.

10. Credit cards

By providing credit card details, the guest automatically agrees that the following costs may be debited from his account:

- charge to credit card 3 days prior to arrival
- reserved beds not paid for on the day of arrival
- no-show for reserved rooms
- damage caused by the guest
- damage caused by the organiser and the guests registered by the organiser

11. Activities

Participation in activities in and/or organised by Heller Gastro AG as well as recommended excursions are voluntary. Heller Gastro AG accepts no liability.

12. Advance Payment

Heller Gastro AG takes the liberty of requesting a deposit (50%) for all group bookings of 10 pax or more and a credit card as a guarantee for room reservations. The required deposit is to be paid up to 30 days before arrival

13. Data protection

Heller Gastro AG undertakes to comply with the applicable data protection legislation when handling and processing all customer data. Customer data will only be used to maximize operational safety or in the interests of sales promotion, crime prevention, collection of key economic data and statistics and for invoicing purposes.

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14. Applicable law and place of jurisdiction

All contracts concluded with Heller Gastro AG under these GTC are governed exclusively by Swiss law. Swiss law is exclusively applicable. The place of jurisdiction for any disputes is Interlaken.

Grindelwald, December 2025

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