



Arosa Tourism Arosa MICE General Terms and Conditions

1. General

Arosa Tourism has set up the "Arosa MICE" scheme in order to provide a professional service to clients wishing to arrange conferences, seminars and incentive programmes. This service enables us to offer you support and advice and relieve you of the burden of decision-making and tedious organisational tasks. Arosa MICE organises your event for you, from start to finish. Your entire stay in Arosa and everything connected with it is billed on a final invoice, thus freeing you from having to process invoices from all the different service providers involved.

2. Scope

These General Terms and Conditions shall apply to all business relationships between Arosa Tourism, Arosa MICE and its customers.

3. Conclusion of the contract

By signing these General Terms and Conditions, you confirm that you accept all the provisions contained herein. Your signature also confirms that you have placed an order with Arosa MICE.

4. Processing fees / billing

We charge a fee of 10% of the total cost of the event for our services (organisation, bookings, invoicing, customer support). The processing fee becomes payable only when a definitive booking is made.

If the percentage processing fee is below CHF 150.00, a flat-rate minimum processing fee of CHF 150.00 is charged. In the interests of transparency, you will receive a regularly updated cost overview from Arosa MICE. The cost overview is regularly adjusted to take account of new circumstances while the event is being organised. The final invoice for the event is drawn up as agreed in advance, transparently accounting for the actual costs. Arosa MICE will send you a copy of all invoices submitted by service providers.

5. Payment deadlines

Arosa MICE reserves the right to request an advance payment upon signature of these General Terms and Conditions. This equates at most to three-quarters of the full amount quoted in the first cost overview and is usually payable 30 days before the start of the event. If Arosa MICE does not make use of the above-mentioned right, a final invoice is sent to the customer after the event and must be settled within 10 days of the date of invoice. The above payment deadlines apply unless other arrangements have been agreed with Arosa MICE.

6. Cancellation conditions

6.1. General

Arosa MICE must be notified of all cancellations in writing immediately by fax, telex or e-mail, and the name of the person making the cancellation must be included.

Cancellations made by telephone must be immediately confirmed in writing, by fax, telex or e-mail. The day on which the cancellation is received by telephone or in writing shall constitute the date of cancellation. In the case of telephone cancellations, the subsequent confirmation must state the date of the telephone cancellation, giving the name of the person at Arosa MICE who received the cancellation.

6.2. Deadlines

Unless otherwise agreed and unless otherwise permitted by the **hotel/accommodation already booked**, the following cancellation fees shall apply for **partial cancellations**:



With respect to hotel services (partial cancellations / adjustments)

Cancellation up to 120 days before the event: The overnight stays can be cancelled free of charge.
Cancellation up to 119 days before the event: 25% of the reserved overnight stays can be cancelled free of charge.
Cancellation up to 89 days before the event: 15% of the reserved overnight stays can be cancelled free of charge.
Cancellation up to 59 days before the event: 5% of the reserved overnight stays can be cancelled free of charge.
Cancellation up to 29 days before the event: All negative adjustments shall be subject to a fee.
During the stay: All negative adjustments shall be subject to a fee.
The individual percentage rates are not cumulative and cannot be applied multiple times.

Unless otherwise agreed and unless otherwise permitted by the **hotel/accommodation already booked**, the following cancellation fees shall apply for full cancellations:

With respect to hotel services (full cancellations)

Cancellation up to 120 days before the event: The reservation can be cancelled free of charge.
Cancellation up to 119 days before the event: 30% of the calculated total costs will be charged.
Cancellation up to 89 days before the event: 50% of the calculated total costs will be charged.
Cancellation up to 59 days before the event: 70% of the calculated total costs will be charged.
Cancellation up to 29 days before the event: 100% of the calculated total costs will be charged.
The total costs include all booked services and VAT.

With respect to all additional services, such as catering, activities and extras:

Cancellation up to 30 days before the event: 0% of the latest cost overview
Cancellation up to 29-15 days before the event: 25% of the latest cost overview
Cancellation up to 14-7 days before the event: 50% of the latest cost overview
Cancellation less than 7 days before the event: 100% of the latest cost overview
The flat-rate minimum processing fee of CHF 150.00 shall be invoiced in every instance of cancellation.

7. Insurance and liability

The customer or event participants are responsible for insurance and liability for participation in the event organised.

8. Applicable law and place of jurisdiction

Swiss law shall apply exclusively. The place of jurisdiction for all disputes in connection with this Agreement shall be Arosa.

9. Acceptance of the General Terms and Conditions

The undersigned declare that they have read and understood these terms and conditions, and that they agree, on their own behalf or on behalf of the institution (company, association, etc.), with these General Terms and Conditions.

Place, date

Company name, signature

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