

General Terms and Conditions

Zurich Airport Ltd. Transit Hotel

1. GENERAL

These general terms and conditions apply exclusively to the Zurich Airport Ltd. Transit Hotel (FZAG) contracts for the rental of hotel rooms or loungers in the rest area for accommodation at the Transit Hotel and services that are provided or organized by the Transit Hotel on behalf of the Client.

General Terms and Conditions of the Client shall not apply.

2. LOCATION AND OPENING HOURS

The Transit Hotel is located in the international non-Schengen passenger area of the airport near the D-Gates, 1st floor. Access is only possible with complete travel documents, boarding pass and hand luggage.

3. CONCLUSION OF CONTRACT AND RESERVATION

A reservation is considered to have been confirmed when a guarantee has been received with a credit card and the reservation has been confirmed to the customer in writing. Reservation requests are generally accepted by e-mail. The reservation form on the website is to be used for the reservation. The customer is obliged to provide all the information required for the reservation according to the reservation form.

We reserve the right to charge cancellation costs directly to the credit card communicated for the guarantee. The Transit Hotel is entitled to charge the credit card at the time of booking or later in the amount of the booked reservation.

The hotel reserves the right to cancel the reservation for important reasons, especially in case of an emergency situation, without any obligation to pay damages.

4. SERVICES, PRICES, PAYMENT

Prices are in CHF, per room or lounger in the rest area (as described in the offer), including taxes and VAT. Meals are not included in the room rate. The services of the hotel result from the overview in the price list published on the website and other information.

The prices may be changed by the hotel if the customer subsequently makes changes to the category or number of rooms booked, the services provided by the hotel or the length of stay.

Payment shall be in cash (CHF, USD, EUR, CAD, GBP) or by credit card (Visa, American Express, Mastercard, Diners, EC-direct, Postcard).

5. CHECK-IN & CHECK-OUT TIMES

The check-in and check-out times will be communicated and confirmed to the customers in the written confirmation. For an earlier arrival or a later departure, the corresponding additional costs will be charged. Transit Hotel reserves the right to re-let the room or berth 60 minutes after the confirmed check-in time, should the guest not report to the Transit Hotel by then (see point 6).

Arrival and departure are not possible from 22:30 to 05:30 due to closed boarding pass control, security and passport controls.

6. CHANGES, CANCELLATIONS, NO-SHOWS

The Client shall inform the Transit Hotel immediately of any changes or cancellations. No refund will be granted and the full price is due if services are cancelled less than 48 hours in advance or not claimed. For groups of at least 10 people, no refund will be given if services are cancelled or not claimed within 5 days prior to arrival.

7. PETS

Pets are allowed only if confirmed by the hotel in writing and in advance. For pets a charge will apply per night and per animal. We reserve the right to charge costs for any damages or soiling caused by the Client's pet to the Client.

8. DUTY OF THE CLIENT

The client remains responsible for his/her personal belongings throughout the entire stay at the Transit Hotel. The hotel disclaims any liability for theft.

The client is responsible for complying with all applicable security, customs and immigration regulations and other related obligations.

The hotel infrastructure is to be used by the customer with the utmost care. The customer is liable for any damages incurred.

9. LIABILITY

FZAG shall not be liable for negligence or for gross negligence of its employees or associates, nor shall it be liable for any indirect or consequential damage or loss of profits.

FZAG shall not be liable for incorrect information supplied to FZAG, for flight delays and for third party acts or omissions including airlines, security and border control authorities, ground handler.

For services of third parties instructed at the request of the Client, FZAG shall only be liable for due diligence in selection and instruction of the third party.

10. DATA PROTECTION

The hotel complies with the provisions of data protection. Further information can be found in the FZAG privacy policy, available at zurich-airport.com/data-privacy.

The hotel reserves the right to contact the customer's airline for the purpose of fulfilling the contract in order to reconcile the customer's booking data with the airline with that of the hotel.

11. GOVERNING LAW AND PLACE OF JURISDICTION

The contract shall be governed by Swiss Law. The UN Convention on Contracts for the International Sale of Goods (CISG) shall not be applicable. The exclusive place of jurisdiction is the registered office of Zurich Airport Ltd.

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