



General Terms and Conditions

between

Restaurant Genepy, Untere Tuftra 11, 3920 Zermatt
(hereinafter referred to as "Restaurant Genepy") and

the Guest

(hereinafter referred to as the "GUEST")

1. Scope of Application

These General Terms and Conditions ("GTC") apply to all reservations at Restaurant Genepy as well as to all services provided in this context. Any terms and conditions of the customer (hereinafter referred to as the "Guest") shall not apply.

2. Conclusion of the Contract

A contract between the GUEST and Restaurant Genepy is concluded upon acceptance of the reservation—whether made in writing, by telephone, electronically, or in person—and upon delivery of the reservation confirmation. These General Terms and Conditions form an integral part of this contract. Email communications are considered written communication. The contract for the rental of tables, spaces, and other goods and services is concluded upon written confirmation by the restaurant or via the online reservation tool. A reservation made for the same day (last-minute reservation) becomes binding upon acceptance by the restaurant. Contract amendments only become binding for the restaurant upon (written) reconfirmation. Unilateral changes or additions to the contract by the guest are invalid.

3. Booking Terms and Conditions

3.1 General Booking Terms and Conditions

All reservations require valid credit card information, a valid phone number, and an email address.

Section 4 below applies to cancellation fees. Depending on the booking channel and the time of booking, different restrictions regarding length of stay and/or availability may apply.

- Restaurant Genepy reserves the right to limit table reservations to a specific time period (time slot). The duration of the time slot will be communicated to the guest at the time of reservation and indicated on the reservation confirmation (in writing).
- The reserved table is available to the guest exclusively within the agreed time period. Once this time has elapsed, the guest is required to completely clear the table for subsequent reservations.
- If Restaurant Genepy has not assigned the table to another guest after the booked time has expired, an extension may be possible upon consultation with the service staff, but is not guaranteed.
- If the guest arrives late, the time slot will be shortened accordingly by the duration of the delay so as not to disrupt the scheduled service.

4. Cancellations and Rescheduling

4.1 General Terms and Conditions

Cancellations or rescheduling requests are only valid if they are submitted in writing or by phone to RESTAURANT GENEPY and confirmed accordingly by RESTAURANT GENEPY. The following deadlines apply:

Cancellation Policy for Reservations of 1–10 People:

- Unless otherwise agreed, the following cancellation policy applies: You may cancel free of charge up to 5 hours before the reservation.
- In the event of a cancellation after the free cancellation period has expired or a no-show, an amount of CHF 50.00 per person will be charged to the credit card provided.

Cancellation Policy for Reservations of 10 or More People:

- Unless otherwise agreed, the following cancellation policy applies: You may cancel free of charge up to 7 days before the reservation.
- In the event of a cancellation after the free cancellation period has expired or in the event of a no-show, a fee of CHF 50.00 per person will be charged to the credit card provided.

Cancellation Policy for an Event:

- Unless otherwise agreed, the following cancellation policy applies: You may cancel free of charge up to 14 days before the reservation.
- In the event of a cancellation after the free cancellation period has expired or in the event of a no-show, a fee of CHF 50.00 per person will be charged to the credit card on file.



4.2 Cancellation Date and Insurance

The date on which the written notice is received by the booking office is decisive for calculating the cancellation date. In cases of hardship, cancellation costs may be covered by cancellation insurance, provided the GUEST has taken out such insurance.

4.3 Cancellation Due to Force Majeure

In cases of force majeure, such as political unrest, strikes, natural disasters, etc., RESTAURANT GENEPY may cancel the reservation at short notice for safety reasons.

4.4 Disruptions and Operational Restrictions

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

5. Credit Card Information

Credit card information is treated confidentially and serves as a guarantee for the reservation; in the event of a cancellation after the free cancellation period has expired or in the event of a no-show, an amount of CHF 50.00 per person will be charged. The restaurant reserves the right to perform a credit card authorization prior to arrival.

If a reservation is not honored or is canceled after the cancellation period, the corresponding amount (see cancellation policy) may be charged. By accepting the Terms and Conditions in the confirmation, the GUEST authorizes us to charge the amount to the specified credit card.

6. Price Changes

RESTAURANT GENEPY may change the advertised prices in the following cases:

- clearly explainable printing or typographical errors
- exchange rate fluctuations (converted according to RESTAURANT GENEPY's daily exchange rate)
- newly introduced or increased government taxes (e.g., value-added tax, etc.)

If the prices for the booked service change after the contract is concluded (for reasons other than those listed above), this has no bearing on the concluded contract, regardless of whether the price has increased or decreased.

7. Pricing Information

Unless otherwise noted, all prices are in Swiss francs (CHF) and include the legally required Swiss VAT. The prices listed are subject to change and are shown in the order.

8. Supplementary Provisions for the Online Purchase of Gift Certificates

8.1 Validity

Gift certificates ordered online are valid for 36 months, effective from the date of purchase.

8.2 Completion of Purchase and Delivery Terms

All online purchases are binding. After the purchase is completed, you will receive a confirmation email with the gift certificate as a PDF attachment. This gift certificate must be presented in printed form at the restaurant.

9. Liability for Damages

RESTAURANT GENEPEY is liable for damages only in cases of willful misconduct or gross negligence. Liability for personal belongings brought onto the premises is excluded to the extent permitted by law. Claims must be submitted in writing to RESTAURANT GENEPEY immediately, no later than 3 days after the visit to the restaurant. Otherwise, the claims are deemed forfeited. No liability is assumed for the coat check. The guest is liable for all damage to the building or to Genepy's furnishings caused by the guest or third parties in the guest's vicinity.

10. Dogs

Please inform us before making a reservation that you wish to bring your dog and specify the breed. We will let you know whether you are permitted to bring your dog. The GUEST who brings a dog into the restaurant is obligated to keep it under proper control and supervise it throughout the entire visit.

11. Internet Use

GUESTS use the Internet within the restaurant at their own risk. The restaurant provides no guarantee regarding the security, availability, or functionality of the restaurant's own software and hardware. The restaurant provides this service voluntarily and free of charge. Accordingly, the customer has no right to a continuously functioning Internet connection.

12. Lost and Found

Lost items will be forwarded only upon request, at the GUEST's own risk and expense. Lost items will be held for up to half a year from the date they were found and then disposed of. The restaurant is not liable for loss or damage during return shipping or storage.

13. House Rules

If the GUEST violates the restaurant's rules and/or local laws, the restaurant may exercise its right to enforce house rules and expel the GUEST from the premises. A warning may, but need not, be given in advance. In this case, the GUEST remains liable for damages in the amount of the total cost of the service reserved in advance.

14. Governing Law and Jurisdiction

Swiss law applies exclusively to all contracts concluded with RESTAURANT GENEPLY under these General Terms and Conditions. The exclusive place of jurisdiction for any disputes arising from such contracts is Visp.