



General Terms and Conditions (GTC) for Capanna Adula UTOE

Field of application

These General Terms and Conditions apply to booking enquiries and reservations at the Adula Hut UTOE (hereinafter referred to as the "Hut").

2. Accommodation contract and booking

2.1 The accommodation contract is concluded directly and exclusively between the person making the booking (guest) and the hut warden responsible for the hut.

2.2 Overnight stays at the hut must in principle be booked. Reservations not only guarantee a bed but also facilitate planning of the hut manager.

2.3 For each person or group, a reservation must be made by telephone or in writing (e-mail) with the contact details of the hut or the hut warden. Reservations shall be binding for both parties if confirmed verbally or in writing. These General Terms and Conditions shall apply in full after all confirmations.

3. Advanced payments

3.1 In order to secure bookings, the hut is entitled to request a deposit up to the amount of the cost of the booked services. This advanced payment must be credited within the specified period, otherwise the booking shall be cancelled. Any reimbursement shall only take place in the event of timely withdrawal from the contract in accordance with the Conditions of Cancellation.

3.2 No advance payment shall be made for officially announced section tours. Sections of Alpine Clubs with a right of reciprocity undertake to pay compensation in accordance with the Conditions of Cancellation.

4. Conditions of cancellation

4.1 Cancellations and postponements of bookings of 1 to 10 persons must be notified and confirmed by 6 p.m. on the day before the booked overnight stays in writing or by telephone.

4.2 Cancellations and postponements of bookings for 10 or more persons must be notified and confirmed in writing or by telephone no later than two days before the nights booked.

4.3 In the event of cancellations or postponements that are not notified or are notified late, the hut shall be entitled to charge a fee, the maximum amount of which may be the equivalent of the value of the services booked and not used.

4.4 In the event of unforeseeable and/or unintentional events that make it impossible to use the booked services, it is imperative to inform the hut warden by telephone in good time and require a valid justification in writing. These cancellations are covered by the guest's travel insurance.

4.5 During the 2021 season, due to COVID-19 restrictions, cancellations must be notified by telephone no later than 48 hours in advance. If a cancellation is not received in time, the hut warden reserves the right to demand a compensation (Art. 4.3 GTC applies). Only the General Terms and Conditions mentioned in Art. 4.5 are valid for the next season 2021.

5. Duty of identification

5.1 Member rates shall only be charged on presentation of valid proof.

5.2 In order to benefit from the reduced rates, valid and appropriate identification must be presented voluntarily.

5.3 Free overnight stays for guides in the exercise of their profession shall only be granted on presentation of a valid UIAGM membership card as well as the UTOE/FAT membership card or membership of an association with reciprocal rights.

6. Arrival at the hut

6.1 On arrival at the hut, guests are requested to announce themselves in order to be allocated a bed and to receive general information on the operation of the hut.

6.2 Dinner is served at 19:00 and can be brought forward to 18:30 in consultation with guests. We strongly recommend that guests arrive early so that they can be accommodated in the hut.

6.3 For guests announcing an arrival after 19:00, a later service can be negotiated if the activities of the hutwarden and the hut are not too buisy.

7. Prices and payment

7.1 All prices quoted are in Swiss francs (CHF) and include value added tax (VAT). Price changes are reserved.

7.2 Overnight stays and meals must be paid in cash at the hut at the latest on the day of departure. Payment by credit cards and electronic ways is only possible subject to availability and prior confirmation.

7.3 During the period when the hut is unattended, the price of overnight stays shall be paid in cash using the cash box or by payment slip.

8. Exclusion of responsibility

8.1 All written and verbal information (e.g. on the hiking conditions, weather and avalanche situation, routes, etc.) shall be provided by the hut manager to the best of his knowledge and belief. However, the hut managers do not accept any lresponsability in this respect. All decisions regarding trips, excursions, etc. are on the responsibility of the guest. The responsibility of the hut keepers for damages of any kind incurred by the guest as a result of the use of this information is completely excluded.

8.2 Mountaineering is carried out with the appropriate equipment and knowledge of the discipline. We recommend that guests inform themselves in advance about the planned route and its conditions. In case of doubt or limited experience it is advisable to contact a professional mountain guide (UIAGM qualified mountain guide) or to attend a mountaineering training course offered by the UTOE Bellinzona section.