



General Terms and Conditions

1. Subject of Agreement

1.1 Hotel Diana Basel AG (hereafter called „The Passage“) let the apartment booked to the guest for *private* use; a business-related use requires written consent by The Passage.

1.2 The number of people allowed to stay in one apartment depends on the number of beds available in that unit.

1.3 The guest agrees that the apartment booked, including all furniture, remains the property of The Passage.

1.4 The written lodging agreement applies to the apartment booked; in case of a possible change to another apartment a new lodging agreement has to be concluded.

2. Duration of Lodging Agreement and Terms of Payment

2.1 The commencement of the period of stay is specified in the lodging agreement.

2.2 The lodging agreement can either be extended or shortened, however, a 2 months notice must be given. In case of disregarding this notice period no refunds will be granted.

2.3 In such cases the rate for at least 2 months has to be paid, even if the apartment booked – for whatever reason – could not be occupied.

2.4 The rate is due at the commencement of the period of stay; for a stay of more than one month the new bill has to be paid within 10 days upon receipt of the invoice.

2.5 Should the above requirements not be met The Passage reserve the right to have the entrance door locked. A new key will only be made available once the outstanding amount of money has been paid.

2.6 The guest is kindly asked to disclose his Credit Card number when checking in; by signing the lodging agreement he agrees that an amount which is 2 or more days overdue can be deducted from his Credit Card account. In such a case The Passage reserve the right to debit a one-off service charge of CHF 50.00

3. Occupancy

3.1 Occupancy of the apartment booked, incl. hand-over of all keys or keycards, takes place as per special agreement with the guest.

3.2 The same procedure applies to the check-out.

4. Maintenance and Use

4.1 The guest agrees to avoid inappropriate use of the apartment and its furniture. Otherwise The Passage reserve the right to lodge a liability claim against the guest.

4.2 In case of loss of the room key or keycard the guest will receive a new one for which a fee of CHF 10.00 will be charged.

4.3 By signing the lodging agreement the guest agrees to accept and observe the Rules of the House.

4.4 The guest is not allowed to let the apartment booked to a third party.

4.5 It is not permitted to keep pets in the apartment booked; exceptions can only be granted by The Passage management, this must be done in writing.

4.6 The housekeeping team is permitted to enter the apartment in order to service it, even in the absence of the guest.

The same applies to our technician in case of urgent repairs.



5. Service

5.1 The apartment booked will be serviced once a week. Extra cleaning services are available at extra charge.

5.2 Once a week fresh laundry (towels and bed linen) will be provided.

5.3 Rubbish bags are provided once a week by the housekeeping team.

5.4 Should the guest need additional bags only such bags as approved by the local authorities are to be used.

5.5 It is strictly prohibited to leave bags filled with rubbish outside the apartment in the passage or the staircase.

6. Departure

6.1 By signing of the lodging agreement the guest agrees to leave the apartment on the last day of stay, at a time previously agreed upon by The Passage.

6.2 For the final cleaning we are charging CHF 100.00 per apartment. Damages demonstrably caused by the guest are being charged to his/her bill.

6.3 As a matter of principle the time of departure is 12h00, exceptions have to be previously agreed upon by The Passage.

Otherwise an additional amount for one day will be charged.

7. Insurance Policies

7.1 Management of The Passage does not take out a policy for the guest to cover possible risks such as accident, illness, loss of property caused by water, fire, theft etc.

7.2 We suggest the guest takes out a respective insurance policy.

8. Legal Venue

8.1 The lodging agreement is governed by Swiss law.

8.2 Legal venue is Basel.

Basel, January 2014