

GENERAL TERMS AND CONDITIONS OF SALE

- GIFT VOUCHERS -

1. VALIDITY

Our gift vouchers remain valid for one year from the date of purchase, with the expiry date clearly indicated. The service must be used during the period of validity. If this is not the case, the hotel reserves the right to refuse to use the gift voucher.

2. BOOKING

Advance booking is recommended and necessary; it is subject to the hotel's availability. Voucher holders are advised to contact the hotel by telephone on +41 (0)32 723 15 15 or by e-mail at info@beau-rivage-hotel.ch as soon as possible to reserve the date(s) they require.

3. USE

Once the voucher has been purchased, we consider that the general terms and conditions of sale have been accepted.

The gift voucher is intended to be used exclusively in the service specified on the document. The "value voucher" can be used for all services.

4. PRESENTATION OF THE VOUCHER

Customers must ensure that their voucher is valid at the time of booking. On arrival and before any use, they must present the document.

5. NON-REFUNDABLE

Gift vouchers are non-refundable.

6. CANCELLATION

In the event of cancellation of a reservation, the hotel may consider maintaining the validity of the voucher in question for future use, provided that it is still valid.

No guarantee can be given in this respect. Please note that a fee may be deducted from the amount of the voucher.

Cancellations concerning our O'terroirs restaurant and our Véranda-Bar must be made more than 48 hours before the customer's arrival.

The gift voucher cannot be combined with other promotional offers or discounts, unless otherwise indicated.

7. EXTENSIONS

If the situation allows, the Management may consider extending the voucher.

8. LOSS OR THEFT

The hotel is not responsible for the loss, theft or destruction of the gift voucher. It is recommended that the voucher be treated as cash.

9. RESERVED RIGHTS

The hotel reserves the right to modify the general terms and conditions of sale, which may be consulted at any time on our website.

10. NOT APPLICABLE WITH OTHER OFFERS

The gift voucher cannot be combined with other promotional offers or discounts, unless otherwise indicated.