



Les Clefs d'Or Suisse

TERMS AND CONDITIONS

PARAGRAPH 1

Les Clefs d'Or Suisse – is an Association for hotel Concierges organising National Congresses. This congress is first addressed to the active & retired members with spouses. Sponsors and partners are allowed upon invitation of Les Clefs d'Or Suisse.

PARAGRAPH 2

The number of places being limited, priority is given to active members.

Official registration will open 4 months before the congress and is open to all members with spouses/partners. Sponsors are allowed to take part of the congress upon invitation of Les Clefs d' Or Suisse.

PARAGRAPH 3

In the event of a major event that would result in the total cancellation of the congress, the participants will be reimbursed after deduction of bank charges.

The non-participation in certain events of the congress will not give right to any partial discount.

PARAGRAPH 4

In case of unavailability of a hotel for a major reason, the organisation committee reserves the right to substitute accommodation in a hotel of equivalent or lower category. The participation fee will be adjusted to the benefit of the participant.

In the event that a restaurant, reception or meeting area becomes unavailable for a major reason, the congress organisers reserve the right to substitute the site for the best possible option and for an equivalent value.

In case of force majeure or unforeseen circumstances, the official program may be modified by the organisation committee without departing from its initial spirit. The published program is not contractual and conditions such as the weather may require changes.



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PARAGRAPH 5

The rates quoted are in CHF all taxes included.

PARAGRAPH 6

A written cancellation request with name and registration number should be sent to congress@lesclefsdor.ch

Participation may be cancelled until 1 month prior to the congress. Until this date, a 100% refund minus a CHF 75.- processing fee will be reimbursed.

A cancellation between 1 month and 2 weeks prior to the congress is possible but not free of charge. A cancellation fee of 75% of the congress fee will be applied.

A cancellation later than 2 weeks before the congress is not refundable. A 100% charge of the congress fee will be applied.

Payment will be reimbursed on the credit card used or by bank transfer, according to the payment method initially used.

PARAGRAPH 7

By accepting the terms and conditions:

- You certify that you have registered in the category that corresponds to your status (active member, retired member, sponsors). If between the moment of your registration and the beginning of the congress, your status changes, you must immediately inform the organisation committee.
- You hereby certify that you have read the [FAQ](#) and the [Cancellation policy](#).