

Terms and conditions

Reservation conditions

Your reservation must be guaranteed by the credit card number (with expiry date). Accepted credit cards are: Visa, Eurocard/Mastercard, American Express.

Conditions regarding modification and/or cancellation of a hotel reservation

Any modifications or cancellations have to be announced to Geneva Tourism & Conventions Foundation (FGT&C). The cancellation and payment hotel policy are valid. Each booking guaranteed with a credit card not cancelled by the deadline specified from the hotel can be billed. In this case, the hotel will charge your credit card for one or several nights depending on the duration of your stay and the selected hotel cancellation conditions. Regarding the rooms subject to conditions (special prices and promotions), the hotel can charge your credit card at the time of booking without notice. For a reservation of several nights, in case of no-show, the hotel will cancel your reservation without notice.

Reservation conditions specific to FGT&C hotel packages

Payment of your reservation is made directly to the FGT&C through your credit card. The amount paid covers all services included in the package. Payment for any additional services must be made directly to the hotel at the time of departure. Any modification or cancellation must be notified to the FGT&C only. A charge of CHF 50.00 will be incurred for any modification or cancellation made from the day of the reservation up to 1 working day preceding your arrival. After this deadline, according to the hotel's terms and conditions, the total amount of the service may be debited or partially refunded.

Reservation conditions valid for participants at conventions/conferences

Any modification or cancellation must be notified to the FGT&C 1 month before your arrival. Any reservation guaranteed by credit card not cancelled within 30 days of your arrival will be considered as a no-show. In this case, the hotel will debit your credit card for one or more nights, according to the length of your stay and the cancellation conditions of the hotel in question. For reservations of more than one night, a no-show will be recorded and the hotel will cancel your reservation without notice.

Conditions of purchase and use of the Geneva Pass

Payment of your Geneva Pass is made directly to the FGT&C through your credit card. Purchase is final and may not be cancelled. No refunds are available. Prices include VAT. The Geneva Pass card gives access to the services Geneva Pass listed in the accompanying brochure. It must be presented every time it is used. Each service may only be used once. The offer cannot be added to any other discounts. The Geneva Pass card also gives access to free public transportation in the Tout Genève zone (zone 10) of the Unireso network, during all transport service hours, in 2nd class trains. It must be presented to transport conductors; proof of identity card may also be required. Personal, non-transmissible card and only valid if it is duly filled-out for the period stipulated on the card. The Geneva Pass card cannot be refunded or replaced.

Conditions of reservation specific to tourist products

We require pre-payment at the time of booking. No refunds can be made in the event of cancellation unless the service provider cancels the service on grounds of force majeure.

For any enquiries concerning your reservation, please consult the “Information” section.

Conditions of printing at home

The Geneva Pass must be printed on white paper at 100% printed size. It must be printed on white paper. Changes to print size are not permitted. A Geneva Pass that is smeared or partially printed will not be accepted. To print the Online Geneva Pass please use only a laser or inkjet printer with a minimum resolution of 600 dpi. A Geneva Pass that is printed or photocopied by fax or any other device will be considered as invalid.

Legal notice

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