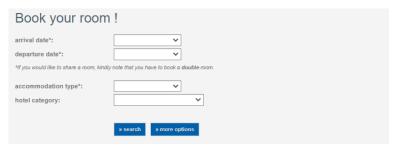
Procedure for booking a hotel room through the Lausanne Tourisme online platform

1) Search for a room according to your requested dates and hotel category



The fields marked with an asterisk are mandatory.

2) Book your room



Breakfast is only included if it is mentioned in the description

3) Currency, booking guarantee and conditions

Rates

Hotel rates are in Swiss Francs (CHF) per stay, VAT and service. Please note that breakfast is only included when mentioned in the room type. The city tax is not included and ranges from CHF 2.60 to CHF 4.20 per person and per night, depending on the hotel category.

Hotel guarantee

In order to guarantee hotel bookings, credit card details will be requested from each guest. The credit card will only be charged in the case of late cancellation or "no-show". Rooms cannot be booked without providing credit card information. Payment must be made at the hotel upon the quest's arrival.

Terms and conditions

In case of cancellation, the following terms will apply:

- Free cancellation: minimum 3 days prior your arrival date
- Late cancellation, less than 3 days from check-in date: full cost of your booking will be on your charge
- · No-show: full cost of your booking on your charge.

At this step, you must accept the terms and conditions as well as the privacy notice of Lausanne Tourisme.

Please note that each guest staying in a hotel in Lausanne will receive the Lausanne Transport Card which allows them to travel free of charge in Lausanne by public transport for the duration of their stay (arrival and departure date included). More information under this link.

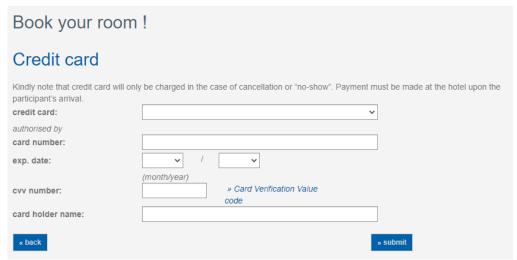
4) Enter your personal information



5) Summary of your booking



6) Enter your credit card information



Please note that the credit card is only required as guarantee. Payment has to be made upon arrival at the hotel.

7) Pre-confirmation message

Confirmation

Dear Olivier Mouraux,

Thank you for your hotel reservation.

You will receive a hotel confirmation by email shortly.

For any queries regarding your hotel reservation, please feel free to contact us at support_team@lausanne-tourisme.ch

The Lausanne Tourism support team

8) Pre-confirmation email

Dear Olivier Mouraux,

Thank you for your hotel reservation through the Lausanne Tourisme online platform.

Your booking has been sent to SwissTech Hôtel for approval. The hotel will check your credit card details in order to confirm a valid guarantee.

As soon as the process is accepted, you will receive a confirmation email with your hotel reservation details (max 5 days).

Thank you for your understanding and do not hesitate to contact us for any further queries.

Best regards,

The Lausanne Support Team LAUSANNE TOURISME

Tel. +41 21 613 73 15 Fax +41 21 616 86 47

Av. de Rhodanie 2

CH - 1000 Lausanne 6

support team@lausanne-tourisme.ch

http://www.lausanne-tourisme.ch

24/11/2021, 14:56

9) Final confirmation by email

Dear Olivier Mouraux,

Thank you for your reservation at the SwissTech Hotel through the Lausanne Tourisme online platform.

Please find below your booking detailed:

Reservation No: 24939439

 $\textit{Lausanne}~\underline{\textit{Tourism}}~\textit{online}~\textit{platform}$

Last Name: Mouraux

First Name: Olivier

Company:

Addresse:

City: Lausanne

Country: SWITZERLAND

E-mail:

HOTEL:

SwissTech Hôtel

1024 Ecublens

ARRIVAL DATE: 24/11/2021

DEPARTURE DATE: 25/11/2021

ROOM TYPE:

24/11/2021 Hôtel Crystal, 1 pers., 1 single bed – BASIC : CHF 137.00

CHECK-IN: 2:00 p.m.

CHECK-OUT: 12:00 p.m.

ROOM COMMENT(S):

You will receive this final confirmation maximum 5 days after making your reservation, as long as all the previous steps have been completed (including credit card information).