

General Terms and Conditions of Business

The contract is concluded as soon as the room or flat has been booked and confirmed.

Our hotel has a strict no smoking policy. If this is violated, we will charge CHF 250.00 cleaning costs.

Reserved rooms / flats are available on the day of arrival from 2.00 pm and must be cleared on the day of departure by 10.00 am.

Free cancellation of the rooms is possible up to 2 days, or up to 14 days for the flats, before the day of arrival. If the cancellation is made later, we are entitled to charge up to 100% of the agreed total price. Cancellations must be made in writing.

For rooms and flats with a fixed booked period of up to 30 nights, the full rental sum is due, a termination is not possible, no refunds given.

The rooms must be paid for on the day of arrival. Flats must be paid upon contract completion in advance.

If the guest is provided with a parking space in the garage or on the hotel car park, this does not result in a safekeeping assignment for the hotel. The hotel is not obliged to monitor/watch over the vehicle and is not liable for any damages caused to the vehicle.

The hotel is not liable for money or valuables left in the rooms or flats.

Pets are not allowed due to hygiene reasons.

If the rooms / flats are left in a condition which exceeds the usual, everyday use, we reserve the right to charge extra for a special end clean, the amount depends on the extent of this.

The guest is responsible for culpable damage to rental items and the hotel as well as all its facilities and fittings.

The place of jurisdiction is the place of business of the hotel as the services from the contract must be provided here even in the case of non-use. Any terms and conditions of business of the customer which differ from these are expressly excluded by the above terms.