



## TERMS AND CONDITIONS

In the unlikely event of a cancellation, we reserve ourselves to charge the costs accordingly:

### Cancellation policy (1-5 rooms)

At the time of booking we charge CHF 20.00 per room on your credit card. This is a standard procedure to ensure whether the bank card is valid. This amount will be considered as pre-payment and deducted on your final invoice.

- More than 7 days before arrival date = CHF 20.00 per room
- 7 to 3 days before arrival date = 50% of the total sum, from 2 days onwards 75% of the reserved service.
- Early departures are considered as cancellations and may be charged accordingly.

### Cancellation policy group reservations:

- Free cancellation till 28 days before arrival date.
  - From 27 to 21 days prior to arrival date, 30% of the group turnover can be cancelled for free.
  - From 21 to 14 days prior to arrival date, 20% of the group turnover can be cancelled for free.
  - From 14 to 7 days prior to arrival date, 10% of the group turnover can be cancelled for free.
- If more than the allowed percentage is cancelled, a cancellation fee of 50% of the difference will be charged.
- If there are cancellations less than 7 days before arrival date, there is a 100% charge of the turnover.
  - Place of jurisdiction is always Interlaken - Switzerland.

### Cancellation policy Riverhouse and Bellevue Apartment, stays up to 21 days

In order to guarantee you a stay at our unique holiday apartments Riverhouse or Bellevue Apartment the following terms and conditions will be binding:

- At the time of booking we charge CHF 200.00 per room on your credit card. This is a standard procedure to ensure whether the bank card is valid. This amount will be considered as pre-payment and deducted on your final invoice.
- Until 30 days before arrival date you can cancel the reservation without extra charge. The pre-payment of CHF 200.00 will not be refunded.
- Less than 30 days before your arrival the reservation cannot be cancelled anymore and the rate for the whole stay is due. The hotel has the right to reserve the full amount on your credit card.
- To guarantee your reservation a pre-payment of 50% will be due 30 days prior to the arrival date. We will send you a link to our online payment site and/or our bank details.
- Early departures will be considered as cancellations and the entire stay can be charged.
- We suggest you contact a cancellation cost insurance.
- For reservations of 22 days or longer an individual contract will be concluded.

### Additional terms

- At check-in all guests (adults, children and infants) must be reported. Unreported guests will be charged CHF 150.00 per night.
- Child policy: For children till 2 years we can provide a baby cot at CHF 25.00 per night. Older children are requested to book a bed. For families we offer triple or family rooms (4 beds).
- Dogs are welcome, but they have no access to the breakfast room.

### Place of jurisdiction

- Place of jurisdiction is always Interlaken - Switzerland.