

TERMS AND CONDITIONS

All reservations must be guaranteed with a valid credit card. If the credit card does not work, we reserve ourselves the right to cancel your reservation from our system.

In the unlikely event of a cancellation, the following policies and charges apply:

Cancellation policy regular rates (1-5 rooms)

On the arrival date the first night of your stay, will be charged to the given credit card. This amount will be considered as pre-payment and deducted on the final invoice.

- until 3 days before arrival = free of charge
- 3 to 1 days before arrival = 50% of the total sum, afterwards 75% of the reserved service.
- Early departures are considered as cancellations and may be charged accordingly.

Cancellation policy non-refundable rates (1-5 rooms)

A full prepayment of 100% will apply after booking confirmation.

- No cancellation or modifications can be accepted.

Cancellation policy Riverhouse & Bellevue Apartment

A prepayment of the first night will apply after booking confirmation

- until 14 days before arrival = free of charge (no refund of prepayment)
- until 7 before arrival = 50% of the total reserved amount
- later cancellations = 100% of the total reserved amount
- Early departures are considered as cancellations and may be charged accordingly.

Cancellation policy groups (5 rooms and more)

- Until 28 days before arrival date = free of charge
- Until 21 days before arrival date = 30% of group can be cancelled free of charge. If more, 50% of the first night will apply as cancellation fee.
- until 14 days before arrival date = 20% of group can be cancelled free of charge. If more, 50% of the total reserved amount apply as cancellation fee.
- until 7 days before arrival date = 10% of group can be cancelled free of charge. If more, 75% of the total reserved amount will apply as cancellation fee.
- For any cancellations made less than 7 days before arrival date there is a 100% charge for the stay cost.

Additional terms

- Children till 2 years, can sleep in a baby cot at CHF 25.00 per night. Older children are requested to book a bed.
- Check-in time = from 15h00
- Check-out time = until 11h00
- 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. Families are welcome to stay in our triple (3 beds), or family rooms (4 beds).
- Dogs are welcome in our hotel, but they have no access to the breakfast room.

Place of jurisdiction

- Place of jurisdiction is always Interlaken - Switzerland.