TERMS & CONDITIONS

For individual customers:

Modification or cancellation of a reservation

Reservations may be cancelled or modified **at no cost 7 days before the arrival** at the latest.

For any modification or cancellation during the week prior the arrival, but with **a maximum 48 hours prior to it, the charge is 50%** of the sum due.

For any modification or cancellation **within 48 hours of the arrival, the charge is 100%** of the sum due.

For groups:

Modification or cancellation of a reservation

Reservations may be cancelled or modified **at no cost 30 days before the arrival** at the latest.

For any modification or cancellation **within 15 days before the arrival, the charge is 100%** of the sum due.

General information

Reception is open from 5.30pm to 7pm. If you are planning to arrive outside of these hours, please call us on +41 (0)27 775 33 73 so that we can arrange an arrival time.

There is a breakfast buffet from 7.30am to 9.30am in the dining room on the 1st floor (self service).

Check-out is at 10am on departure day.

We thank you for respecting the other guests. We expect appropriate behavior in all communal areas and when returning to your rooms at night. Any abuse will be punished.

The books and games provided are for you and future guests entertainment. Please enjoy them at your leisure and return them to their due place after use.

A deposit of CHF 40 is charged for the access badge to the main entrance and to the ski locker. The deposit is returned at the end of your stay.