

# **General terms and conditions**

## **Boutique Lodge Spycher**

### **1. Reservation confirmation**

Immediately after your online booking you will receive a reservation confirmation.

### **2. Terms of payment**

We will not ask for a deposit. You can pay for your stay on site. Cash, Twint, bank transfer or credit card possible. (We accept all common Master / credit cards, (except Postcard)). As guarantee, please provide the following credit card details to your online-booking (credit card number, validity date, cardholder and credit card security number).

### **3. Cancellation**

If you cannot start your trip, please inform us immediately. If we can no longer occupy your room / suite (during the entire intended rental period), you must pay the full rental price. Reservations can be canceled free of charge up to 14 days before the arrival date. We recommend that you take out cancellation insurance.

### **4. Arrival-departure**

(check-in; check-out) arrival from 3 p.m. to 6 p.m. (Pick-up service at the car park or Postbus station with electric vehicles) Departure, check-out by 11 a.m. If you arrive or depart outside of these times, you have to organize an electric taxi yourself or come to the lodge on foot. We will then prepare a self-check-in for you. As soon as you know when you will arrive, please let us know.

### **5. Breakfast**

Included in the rental price; to be enjoyed from 8 a.m. to 10 a.m. in the restaurant on the ground floor.

### **6. Miscellaneous**

A garage / cellar room is located below the Boutique Lodge, (in the annex house Carina). If necessary, they can store their skis, strollers, etc. there. The ascent to the house is easily accessible without stairs, to the entrance of the annex, from here you can use the lift to the hotel reception in the main building. We wish you a wonderful stay in our new Boutique Lodge Spycher!

**Come as guests, leave as friends...**