

Cancellation policy:

The following terms and conditions will be applied when booked rooms (reservations) are cancelled or guests do not show up without prior cancellation (no-show).

Non-Refundable Rates: The whole amount is to be paid upon booking and nothing will be refunded in case of a cancellation.

We recommend making an annulation costs insurance with your insurance company, which covers cancellation costs in case of short-term cancellations caused by unforeseen circumstances.

Booking of 1 room and 1 night:

Up until 4:00 p.m. on the day prior to arrival:	free of charge
Later or no-show:	the first night's rate can be charged

Booking of 2 rooms and/or 2 nights:

Up until 4:00 p.m. two days prior to arrival (48h prior to arrival):	free of charge
Later or no-show:	the first night's rate can be charged (for all rooms)

Booking of more than two rooms and/or more than two nights:

Up until 15 days prior to arrival:	free of charge
14 – 10 days prior to arrival:	20% of the reservation value can be charged
9 – 6 days prior to arrival:	40% of the reservation value can be charged
5 – 4 days prior to arrival:	60% of the reservation value can be charged
3 – 2 days prior to arrival:	80% of the reservation value can be charged
1 day prior to arrival or no-show:	100% of the reservation value can be charged

Remark: The word arrival means the first day of arrival as started in your reservation. Relevant for the calculation of the cancellation fee according the scale above (Booking for more than two rooms and/or more than two nights) are the whole days previous the booked arrival day, as well as the total cost of the booked rooms and nights.

Advanced payment:

Any advanced payments will be offset against the cancellation fee. The difference will be refunded / charged to the guest.

Acceptance of the cancellation policy:

Our cancellation policy is published on our website: www.roteshausbrugg.ch. By confirming your reservation, you accept the terms and conditions of our cancellation policy.