

## Cancellation policy:

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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 until 4 rooms:

Up until 4:00 p.m. two days prior to arrival  
(48h prior to arrival):

free of charge

Later or no-show:

first night's rate can be charged (for all rooms)

### Booking of more than four rooms:

Up until 15 days prior to arrival:

free of charge

Up until 5 days prior to arrival:

first night's rate can be charged (for all rooms)

Up until 2 days prior to arrival:

60% of the reservation value can be charged

1 day prior to arrival or no-show:

100% of the reservation value can be charged

The list above comes into effect if you cancel the booking of the whole group. If you cancel/ change the booking of less than four rooms, our regular cancellation policy becomes effective; free cancellation up until 48h prior to arrival.

Remark: The word "arrival" means the first day of arrival as started in your reservation.

### 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](http://www.roteshausbrugg.ch). By confirming your reservation, you accept the terms and conditions of our cancellation policy.