



Terms and conditions for directly booked hotelrooms

Arrival and Departure

As far as no other agreement exists:

Check-In: 3.00 pm until 11.00 pm

Check-Out: 6.30 am until 12.00 am

Accepted payment methods

On-site payment mandatory upon check-out.

Preferred payment methods:

Cash (as well Euro, Dollar, Pound), Maestro, V-Pay, Postcard and TWINT

Other payment methods:

Visa, Mastercard, American Express, Diners Club, Union Pay (CUP) and JCB

Cancellation policy

1 to 4 rooms:

| | |
|---------------------------------|----------------------------|
| until 6pm on the day of arrival | free of charge |
| after 6pm on the day of arrival | 100% of the invoice amount |
| in case of no-show | 100% of the invoice amount |

5 rooms or more:

| | |
|---|----------------------------|
| up to 3 weeks before the day of arrival | 40% of the invoice amount |
| up to 1 week before the day of arrival | 60% of the invoice amount |
| up to 1 day before the day of arrival | 80% of the invoice amount |
| in case of no-show | 100% of the invoice amount |