

General terms and conditions

THESE GENERAL TERMS AND CONDITIONS GOVERN THE LEGAL RELATIONSHIP BETWEEN GUESTS AND HOTEL CAPRICE GRINDELWALD:

1. Prices and payment obligation

The prices result from the confirmation or the price list.

The hotel is entitled to demand a reasonable down payment upon conclusion of the contract. The down payment shall be credited against the hotel price owed or any cancellation costs. The hotel may also demand a credit card guarantee instead of a down payment. The final invoice/total invoice must be paid in cash or with an accepted credit card upon check-out.

2. Cancellation, no-show and early departure conditions.

Please note that we cannot accept early departure due to adverse weather conditions.

The following cancellation fees are liable should the guest withdraw from the contract :

Standard Rate

Cancellations and changes made up to 5 days before arrival day are free of charge. If cancelled or modified later or in case of no-show, the total price of the reservation will be charged.

The calculation is based on the arrival of the cancellation at the hotel.

Non-refundable rate:

Hotel Caprice charges your credit card immediately upon booking. There is no refund in case of cancellation, change or no-show.

We recommend that you take out cancellation insurance.

3. Check-in and check-out

The rooms are available from 3pm on the day of arrival.

On the day of departure the rooms must be vacated by 11 am.

It is expected that the guests arrive at latest until 6 p.m. on the day of arrival.

In case of late arrival: this must be reported to the hotel, otherwise the hotel is entitled to pass on the room.