

# Hotel Policy and house rules



These hotel and house rules form an integral part of the accommodation contract and the hotel's general terms and conditions.

## House rules

- The kettle may be used for water only
- Food may not be taken out of the breakfast room
- Smoking is strictly prohibited anywhere inside the building
- Any manipulation of fire or smoke detectors is strictly forbidden
- Cooking in hotel rooms is not permitted (except in apartments)
- Littering anywhere on the property is not permitted

## Payable Services and Fees

• Dogs are welcome if announced	20 CHF	per day
• Parking space for registered vehicles	4 CHF	per day
• Late check out on request and subject to availability	25 CHF	
• Extra bed on request and subject to availability	50 CHF	per night
• Power socket adapter (for sale)	10 CHF	per unit
• E-bicycle charging:	30 CHF	per charge
• Towel change on request:	15 CHF	per request
• Bed linen change on request:	30 CHF	per request
• Handling fee lost and found items	10 CHF	excl. postage

## Deposit / Security Deposit

All reservations must be fully prepaid.

Independently of this, the hotel is entitled to require a security deposit of CHF 100 per room.

The deposit must be paid before the room key is handed over.

The deposit serves exclusively as security for:

- Damage to rooms, furnishings, or hotel infrastructure
- Violations of the hotel policy or house rules
- Resulting cleaning, repair, or administrative costs

The deposit will be fully refunded upon proper return of the room and compliance with the hotel rules.

The hotel is entitled to offset justified claims against the deposit. Any remaining balance will be charged to or refunded to the guest accordingly.

Refunds are generally processed within 7 days after departure, using the same payment method where technically possible.

No interest is payable on the deposit.

## **Charges for Breach of Hotel Policy**

These rules are intended to ensure a pleasant and safe stay for all guests.

In case of non-compliance, the following charges may apply:

- Unauthorized use of parking facilities: 15 CHF per day
- Unregistered pets: 40 CHF per day
- Allowing unregistered guests access to a hotel room: 75 CHF per day
- Late check out without prior request (fixed minimum): 25 CHF
- Additional late check out without request: 1 CHF per minute
- Excessive soiling or pollution of a hotel room: 275 CHF
- Flooding caused by improper use of bathroom facilities based on damage, up to: 5'000 CHF
- Smoking inside the building: 200 CHF
- Manipulation of smoke or fire detectors: 200 CHF
- Taking food out of the breakfast room: 75 CHF
- Failure to return room key at check-out: 150 CHF
- Littering on hotel property: 50 CHF
- Triggering a fire alarm through careless or inappropriate behaviour: 350 CHF
- Any attempt to avoid due payment: 25 CHF minimum

In case of a breach of hotel policy, the hotel reserves the right to request a deposit

## **Formal Complaint and Investigation Fee**

Complaints or allegations requiring a formal internal investigation – including cases escalated to online travel agencies (e.g. Booking.com, Expedia) or payment service providers – must be submitted using the hotel's Formal Complaint Form.

For such investigations, the hotel may require:

- Completion and signature of the Formal Complaint Form
- Submission of a copy of a valid passport or official photo identification
- Payment of a refundable investigation fee of CHF 200

The investigation fee covers administrative time, documentation, correspondence, and internal review, including work resulting from third-party inquiries.

If the complaint is substantiated, the investigation fee will be fully refunded.

If the complaint is unsubstantiated or unfounded, the hotel reserves the right to retain the investigation fee in whole or in part to compensate for incurred administrative costs.

The hotel reserves the right to suspend or decline further investigation until all required documentation and the investigation fee have been provided.

## **Termination of Accommodation Contract**

In the event of a serious or repeated breach of the hotel policy or house rules, the hotel reserves the right to terminate the accommodation contract with immediate effect.

In such cases:

- The guest loses the right to remain on the hotel premises
- The guest may be required to leave the hotel immediately
- Any charges already incurred remain payable
- No entitlement to refund arises for unused accommodation, unless required by mandatory law

This measure may be taken in particular where the guest's conduct:

- Violates safety regulations
- Causes significant disturbance to other guests or staff
- Results in damage to property
- Involves deliberate or repeated disregard of hotel policies