



GENERAL BOOKING CONDITIONS AND ACCOMMODATION

GENERAL

These terms and conditions form part of any contract between Appart****Hotel Helvetia Intergold and the Customer, concluded or not through the website.

AVAILABILITY

Accommodation is provided subject to availability of rooms. No room number can be allocated in advance. The photos are just an example.

BOOKING

When the booking is made through our website. The Customer must provide a valid email address via the booking form. The Hotel is not responsible for the consequences of incorrect information received. When the customer gives his credit card information to confirm and guarantee his booking, it allows de facto the hotel to charge his account within the provisions of the cancellation clause to the customer.

CHECK-IN / CHECK-OUT TIME

At check -in, the Customer must present a valid identity card or passport. The rooms are made available between 3 pm and 2 am, at the latest. The rooms must be vacated by 11:00 am on day of departure. A late check -out must be notified at the reception for approval. A surcharge can be requested.

CANCELLATION AND PAIEMENT

The cancellation and payment conditions stated on the booking confirmation apply.

PRICES

All prices include taxes (including VAT).

Tourist tax is not included and payable on spot: CHF 3.00 / day per person (6-16 Years 1.50).

PAYMENT

Payment can be made in cash, by bank transfer or by credit card. Payments by check are not accepted.

Reka cards and checks are accepted for 50% of the total amount.

Subject to other terms expressly agreed in writing between the Client and the Hotel, the Hotel reserves the right to cancel any reservation for which payment has not been made within the time limit.

RESPONSIBILITY OF THE CLIENT

The Customer is responsible for any damage caused by his own act , omission or negligence. If damage is found after the departure of the Client, the Hotel reserves the right to charge the price of the damage on the Customer's credit or debit card or to send the Customer an invoice amounting to the price of the damage.

FORCE MAJEURE

The Hotel is not responsible and is not liable for any compensation or indemnity when unable to fulfill its contractual obligations due to force majeure or when the client has suffered damage as a result of a case of force majeure." Force majeure " shall mean any event which cannot be reasonably anticipated or avoided by the hotel, such as a natural disaster or nuclear war or threat of war , terrorist activity or actual threats of terrorist activities , strikes , floods , fires, etc.