

General terms and conditions

1. Cancellation insurance

We recommend that you obtain adequate cancellation and travel insurance coverage. If you do not have private insurance coverage, you can purchase cancellation insurance from us for 4% of the quoted price. This covers any costs associated with a cancellation insofar as the insurance conditions are met: illness, accident, death, major damage to property at home, reimbursement of the unused portion of the quoted price in case of early departure.

2. Cancellation conditions

If the reservation of a refundable rate is cancelled (cancellations are accepted only in writing), the following fees are charged:

Winter (Christmas, New Year, school holidays)

Up to 30 days before the start of your reservation: free / from 29 days before the start of your reservation: 100% of the quoted price

Winter in general:

Up to 10 days before the start of your reservation: free / from 9 days before the start of your reservation: 100% of the quoted price

Summer in general:

Up to 5 days before the start of your reservation: free / from 4 days before the start of your reservation: 100% of the quoted price

Non-arrival or early departure: 100% of the quoted price

3. Options

Options (offers, order confirmations, etc.) are binding on both parties. After the expiry of the option period the hotel may automatically make use as it sees fit of the facilities/rooms which were reserved.

4. Payment

The payment depends on the chosen rate.

The following payment methods are accepted:

- Cash payment in Swiss francs
- Maestro (debit cards)
- Postcards
- Credit card (VISA and Mastercard)
- Reka Cheques/ Reka Card (50% of total amount)

5. Local tax and accommodation tax (summer and winter)

Local tax:

CHF 3.30 per night per person (adults from 16 years)

CHF 1.80 per night per child (under 16 years)

Accommodation tax:

CHF 1.00 per night per person (adults from 16 years)

6. Price and programme are subject to change.

The booking by the Guest and the confirmation of the booking by the Hotel are subject to the condition that the Hotel is open during the booked period. Due to the current effects of the Coronavirus crisis, the Hotel reserves the right to postpone the reopening of the Hotel to a date after the May 11th or to refrain completely from opening for the summer and autumn season 2020. The right is also reserved to close the Hotel if ordered by the authorities.

Should the Hotel be closed during the period booked by the Guest, the booking will be cancelled. In this case, the Hotel shall refund in full any payments already made by the Guest. In addition, the Guest does no longer have the obligation to make payments that have not yet been made. Apart from this point, the Guest has no claims whatsoever to other payments or services provided by the Hotel (such as compensation for lost holidays, finding and providing other accommodation or other compensations).

The Guest does not have the obligation to postpone his original booking to a period in which the Hotel is open.

The Hotel shall inform the Guest immediately as soon as it is established that the Hotel will not be open for the period booked by the Guest.

7. Subsequent consumption

The Arenas Resort Victoria Lauberhorn reserves the right to charge the guest for hotel services subsequently consumed. The Arenas Resort Victoria Lauberhorn uses the payment method indicated by the guest.

8. Damage

The client is liable to the hotel for loss and damage caused by the client, his helpers or the participants without the hotel being obliged to prove blame. The hotel accepts no liability for the theft of and damage to materials brought into the hotel by the organiser, participants, speakers or third parties.

9. Applicable law, place of jurisdiction

Swiss law applies to the legal relationship between the client and the hotel. The invalidity of individual provisions of the contractual relationship does not lead to the invalidity of the entire contract. Bern is agreed as the place of jurisdiction but the hotel remains at liberty to bring an action at the defendant's place of residence.