



HOTEL SCHÖNEGG
HOTEL • RESTAURANT

General Terms of Agreement

1. Definite Reservation

The customer accepts these General Terms of Agreement and particularly the Cancellation Conditions with the definite booking. The legal obligation occurs with the written confirmation of the hotel (by letter, fax or e-mail). Please check this written confirmation and immediately report possible mistakes or corrections.

2. Arrival

Please note that Wengen is only accessible by train. You can book a car park in Lauterbrunnen direct on this website www.jungfrau.ch.

3. Cancellation Conditions

Summer season: Cancellations until **7 days** before arrival are free of charge.
Then the full cost of the booking must be paid.

Winter season: Cancellations until **30 days** before arrival are free of charge.
Then the full cost of the booking must be paid.

No show: If the customer doesn't come to our hotel, despite the reservation, the total cost of stay must be paid.

4. Payment terms

The hotel can ask for a deposit payment to secure a definite booking as high as 50 % of the total amount of the booking. If the hotel does not ask for a deposit, a valid credit card is required to guarantee the booking. The deposit credit card can be charged to pay for the stay or for cancellation fees where applicable. The credit card information will be kept in confidence. Accepted means of payment are: cash in Swiss Franc, Maestro, Postcard, Visa, Mastercard, American Express, Union Pay.

5. Retraction of the booking

The Schönegg Wengen AG reserves the right to retract in special occasions from the booking without any financial consequences for the hotel or the client:

- Uninhabitability of the hotel due to force majeure
- Closure or change of opening hours for economic or legal reasons
- Delay for a request deposit or security deposit defined in point 4

6. Cancellation insurance

It is recommended to conclude a travel cancellation insurance for the total amount of the booking. These insurances cover the incurred cancellation costs in most of the cases (e.g in case of sickness or accident).

7. Place of jurisdiction

Place of jurisdiction is solely Lauterbrunnen. Swiss law applies.

Wengen, 2021