



## BOOKING TERMS AND CONDITIONS

In making a booking with Mark & Janet Groom, the 'Owners/Hosts' of Chalet Erika Holiday Apartment, you as the 'Client', are agreeing to the following Terms and Conditions, please take the time to read them carefully. No contract shall exist between you, the 'Client', and us, Mark & Janet Groom, the 'Owners/Hosts', until a booking form and booking deposit/full amount has been received and confirmation notification is sent to you by us.

### 1. Booking Reservation Deposit

At the time of booking 25% of the total amount of fees payable in respect of any reservation is required, as a booking deposit, to secure dates for the rental property. Until the booking deposit has been paid, no reservation can be guaranteed. Should the reservation be within two months of arrival date, the full amount (100%) will be due at the time of booking to secure the reservation.

### 2. Confirmation of Booking

Upon receipt of either the full payment or the 25% booking deposit: you will receive confirmation of your booking details and receipt of your payment. You will also receive a welcome email with useful information and directions to Chalet Erika after receipt of full payment, and no later than 14 days prior to your arrival.

### 3. Balance Payment

We will send a request, by email, for the outstanding balance amount two months before arrival date. It is your responsibility to ensure the balance is paid. Whilst a payment reminder email will be sent, we cannot be held liable for non-receipt of our email request. Should payment of the balance not be received within 72 hours of the payment request, we reserve the right to cancel the booking and release the dates for alternative reservations. In such circumstances, our cancellation policy will apply, and the deposit paid will be non-refundable.

### 4. Inclusions and Exclusions in the Rental Rate

The following are included in the rental agreement: Usage of apartment for up to 6 persons for agreed period, free parking for up to 2 cars; usage of bedding and towels; free access to Wi-Fi; utility costs (electricity and heating). Final cleaning and local tourist tax are mandatory fees, and are added to the overall cost of the booking. A refundable security deposit of CHF100 will be collected on check-in (*refer to item 5. below*). Excluded: guest insurance covering personal items (luggage, sports equipment, valuables and cash), guest travel/health insurance coverage.

### 5. Security Deposit

A CHF 100 security deposit will be collected on arrival, this security deposit is to cover any damage/breakage or loss of keys during your stay. At checkout this CHF 100 security deposit will be refunded in full, provided there are no damages/breakages and all keys are returned.

### 6. Check In and Check Out

Our normal check-in time is from 15.00. We would ask that you please indicate your expected arrival time when completing the booking form, or when making the final balance payment. We operate flexible times for arrival up to 19.00. If you expect to arrive later than 19.00, please contact the Owners/Hosts to make arrangements. Our check out time is between 09.00-11.00. If you wish to leave early, please arrange a mutually convenient checkout time with the Owners/Hosts in advance.

### 7. Cancellation Policy

The 25% booking deposit is non-refundable. Any other monies that we have received from the 'Client' will be refunded as follows: between 1 to 2 months before arrival, 50% will be refunded; between 2-4 weeks before arrival, 25% will be refunded. Less than 2 week's notice and the full 100% rental fees will be charged. Local Tourist tax will also be refunded in full; provided it has not been already paid out to the Tourist Office in Unterbäch (*normally paid out 48 hours before guest arrival*).

### 8. Travel/Health Insurance

By accepting these Terms and Conditions you are confirming that you and your party have the necessary insurance and that you take full responsibility for the same.

### 9. Alteration or Cancellation by Chalet Erika

If the property becomes unavailable for any reason (such as emergency maintenance, failure of utilities or other problems) we reserve the right to change or cancel your booking. We will endeavour to find a suitable alternative in the area. However, if this is not possible, or the 'Client' wishes to cancel the booking, a full refund will be made to the 'Client' in lieu of any payments received to date. We will not be liable for any further claims. Any amendments or cancellation fees you incur in terms of other arrangements you have made with other providers under separate contracts are not claimable from us. Our liability is limited to the amount you have paid to us. We will not be liable for any further claim.



## Chalet Erika Holiday Apartment

Fromattastrasse 21  
3944 Unterbäch  
Switzerland

### 10. Mechanical, Electric and Technical Failures

We cannot be held liable for any unforeseen mechanical, electrical and technical failures such as television, cable service, Internet connection, appliances, etc. We will endeavour to fix or replace machines in the event of failure as quickly as possible. Compensation will only be offered, as the 'Owners/Hosts' consider appropriate for the level of disappointment incurred for such failures. Where Wi-Fi is advertised in our properties, access is free unless stated otherwise.

### 11. Liability

Mark & Janet Groom, the owners/hosts, are not liable for losses incurred through circumstances outside of our control. This includes but is not limited to accident or injury to any member of your party or visitors, loss or damage to any personal goods or property, travel delays, burglary, theft, nearby building works, noisy neighbours, break down of lifts, bad weather conditions, war, earthquakes, riot, disturbance, traffic congestion, transportation strikes and anything that causes a loss of enjoyment of the property, or as a result of 'Force Majeure'.

### 12. Website Details

It is your responsibility to satisfy yourself that the style, type, standard and location of the accommodation chosen, is suitable for your requirements. All necessary information to do this is on our website and we are here to answer any questions you may have prior to booking.

### 13. Pets

For the comfort of all guests, we are sorry - pets are not permitted.

### 14. Children

Every effort has been made to ensure the safety of all our guests. However, it is the Client's responsibility to ensure the safety and welfare of all guests in their party while staying in the apartment and area around the property, particularly children.

### 15. Smoking

Chalet Erika Holiday Apartment is a non-smoking property, and we therefore ask that smoking takes place outside the property and that all waste is disposed of carefully and thoughtfully. Any guests who ignore this condition will forfeit the refundable damage/breakage deposit in full.

### 16. Behaviour

By agreeing to the Terms and Conditions of this contract, the 'Client' and accompanying party, are also agreeing to behave appropriately during their stay, with respect for neighbours and local community. This is a quiet area and we would also ask you to keep noise levels to a minimum after 22.00 at night. If a complaint is received, we will notify you directly. Should inappropriate behaviour continue, the 'Owner/Hosts' would consider it 'breach of contract', and accordingly request that you and your party to leave immediately. Should you be asked to leave in these circumstances, no refund will be offered. We will not be liable for any associated costs or further claims by you or your party, and you will forfeit any security deposit and prepaid payments.

### 17. Complaints and Remedies

If you have a problem during your stay, please inform the 'Owners/Hosts' immediately, who will endeavour to rectify any issues in a timely manner.

### 18. Privacy Policy

This document sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. By using our site, you indicate that you accept this privacy policy. The 'Owners/Hosts' will only use personal information of the Client for marketing purposes. If you do not wish to receive marketing information from us, please advise us accordingly. Please be aware that the local Tourist Office also receives your information and by paying the full rental payment you are agreeing to this information being passed to them.

**Mark & Janet GROOM**  
**Owners/Hosts – Chalet Erika Holiday Apartment**

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