

Terms and Conditions

With the written or spoken confirmation of a booking a legally binding contract comes into force which applies to both parties equally. Any alteration or cancellation is only possible by mutual agreement. Non-fulfilment of the agreed conditions gives grounds in principle for compensation for the injured party. With regard to the hotel's liability for compensation for over booking, and the guest's for non arrival, late arrival or early departure from the planned length of stay, the following regulations are in force:

1. Prices

All prices are in Swiss Francs and include all taxes, VAT as well as service charges.

2. Cancellation and associated costs:

If a guest arrives later than agreed or not at all or departs earlier than agreed, then the hotelier has in every case the right to compensation according to OR 97ff und 264.

Up to 30 days before arrival	no costs
29 – 15 days before arrival	25% of the booked arrangement
14 – 7 days before arrival	50% of the booked arrangement
less than 7 days before arrival	100% of the booked arrangement

There will be no cancellation charges, provided a replacement guest is found.

Cancellation is only valid in writing (fax, letter or e-mail) with an acknowledgement from Hotel Allegra Isla!

We recommend a cancellation insurance!

3. Liability for compensation from the hotelier:

If the hotelier doesn't have available the accommodation booked by the guest and the guest is able to prove damages then the guest is entitled to corresponding compensation on the following basis:

- Any difference in price for similar alternative accommodation for a maximum of five nights, depending upon the original booking.
- Transport costs to the alternative accommodation.
- Further compensation for damages is not possible.

4. Arrival and departure

Your room will be ready for occupancy on **arrival at 3 pm** and must be completely vacated **by 10 am on the day of departure**. Before and after these times, luggage can be deposited in the hotel.

5. Deposits and guarantees

To guarantee your reservation we request a deposit of 1/3 of the booked arrangement to be paid prior to arrival into our account at the **Graubündner Kantonalbank Kto. CK 419.435.700 /Swift-Adr. GRKBCH2270A / IBAN-Nr. CH85 0077 4110 4194 3570 0** (for Swiss and foreign payments) or for payments from Switzerland our **Postcheck-Konto Nr. 90-700948-7** with a reference to your booking. The full amount will be deducted from your hotel bill. Guarantees by credit card will also be accepted for bookings made at short notice. In case of cancellation the deposit will be retained as part payment or payment of the cancellation charges.