



WALENSEE HOUSE & APARTMENTS

General cancellation policy:

In case of cancellation we will charge you the following cancellation fees:

- Up to 60 days before arrival 0% of the booking price*
- Within 60 days prior to arrival 100% of the booking price

All cancellation cases are determined by the receipt of your (cancellation) message (email or postmail).

Cancellation policy during Covid-19 pandemic

Property Management - Walensee House & Apartments follows and apply only the ordinances of the Federal Council and the BAG (Federal Office of Public Health).

For foreign guests the Swiss regulations as well as recommendations are authoritative which are determined by the BAG.

The following cancellation policies apply to bookings:

- Guests who cancel due to personal events will not be refunded.
- Cancellations due to official Covid-19 prescription measures in the area of international passenger transport from the FOPH will be refunded 100%.
- In case of partial lockdown in Switzerland there is no refund.
- In the event of a total lockdown (ban on going out) in Switzerland during a booking period, the booking price will be refunded at 100%
- Additional agreements are only valid with written email proof.

*(Processing Flat fees CHF 80.-)

Unterterzen / Switzerland May 8th 2023

Management - Directory
Property Management
Walensee House & Apartments GmbH