



Terms and conditions

**Arrival
and Departure:**

On your arrival day your room will be available after 3pm.
On your departure day we ask you to check out before 11:30 so that we can prepare it for the next guest.

Pets:

You are invited to bring your pets with you. Please understand that we have to charge you between CHF 15.—and 40.-- per day (excluding food, depends on the cleaning effort) for your loved ones. We kindly ask you not take your pets to the restaurants with you.

Garage:

We have a few parking spaces in the adjoining building. Should you require a parking space in our garage during your stay the charges are winter: 20 CHF per day, summer: 10 CHF per day.

Due to limited space a prior reservation is recommended.

To all other guests, we recommend the public parking lot at the upper lake (approx. 1460 ft. from the hotel).

Reservations:

Your reservation is binding upon your signed confirmation. We reserve the right to request advance payment or credit card numbers as a guarantee for certain seasonal periods.

Payment:

Unless otherwise agreed, we only accept cash, direct debit, or postal card. For credit card payment a 3% commission will be charged.

Cancellation:

No charge will be imposed on cancellation made more than 30 day(s) prior to the Check-In Date

Cancellation made between 10 and 30 days prior to the Check-In Date will be charged 30% from the total amount of rooms reserved

Cancellation made within 10 days prior to the Check-In Date will be charged 100% from the total amount of rooms reserved

There will be no reduction of the total amount of rooms reserved in case of a early departure or late arrival

We recommend the use of travel insurance.

These terms and conditions are subject to the laws of the jurisdiction in which the hotel is situated.

Heidi, Bernd und Jan Twietmeyer, CH-7050 Arosa/Switzerland,
Tel. +41 (0)81 3786868, Fax +41 (0)81 3786869
www.cristalloarosa.ch / e-Mail: hotel@cristalloarosa.ch