

Hotel policies of Hotel Felmis

Check in

14:00 - 22:00 hours

Check out

07:00 - 11:00 hours

Reservations

For non-arrivals by 6 pm, the hotel reserves the express right to give the room to other guests, provided no guarantee or late arrival has been agreed upon.

Cancellation policy

If cancelled up 4 days prior to arrival, no fee will be charged.

If cancelled later or in case of no-show, the first night will be charged if the rooms can not be sold again.

Late cancellations for journeys more than 3 days, 2 nights will be charged if the rooms can not be sold again.

The hotel reserves the right to cancel groups to the same cancellation policy as those of the tour operator.

Children and extra beds

All children under 5 years stay free of charge when using existing bedding. (in Extrabed CHF 50.00)

All children under 3 years stay free of charge for cots.

All older children or adults are charged CHF 50.00 per night and person for extra beds.

Extra beds and baby cots are upon request and need to be confirmed by the hotel.

Liability

The hotel assumes no liability for theft or damage to any items, objects or clothing guests have brought with them. The customer is, however, held liable towards the hotel for any damage and loss which is caused by him or his staff members or participants, without the hotel having to prove evidence of the accusation to the customer.

The hotel assumes no liability for the cloakroom.

Smoking prohibition

Smoking in the room is prohibited. Ignoring of the prohibition will be charged with CHF 80.00.

Pets

Pets are only allowed if the hotel agrees and not in all rooms and there will be a charge. Damage caused by the pets will be charged.

Facilities

All hotel facilities which have been provided, including any utensils, are to be handled with care. On principle, the hanging of decorations or other items are only allowed with the hotel's agreement. Any damaged or missing items will be charged to the person responsible for the reservation.

Insurance

The hotel assumes no responsibility or liability for theft of and damage to personal belongings or clothing, nor for damage to vehicles parked on the hotel premises. There are 50 hotel owned parking lots. No liability is assumed for parking tickets due to not having paid the fee for the public parking lots.

Court of jurisdiction

In the event of disputes between customer and the hotel, settlements are governed by Swiss law with Horw as the exclusive court of jurisdiction.

Accepted credit cards

American Express, Visa, Euro/Mastercard, Diners Club, Maestro

The hotel reserves the right to pre-authorise credit cards prior to arrival.

Hotel Felmis AG, 6048 Horw