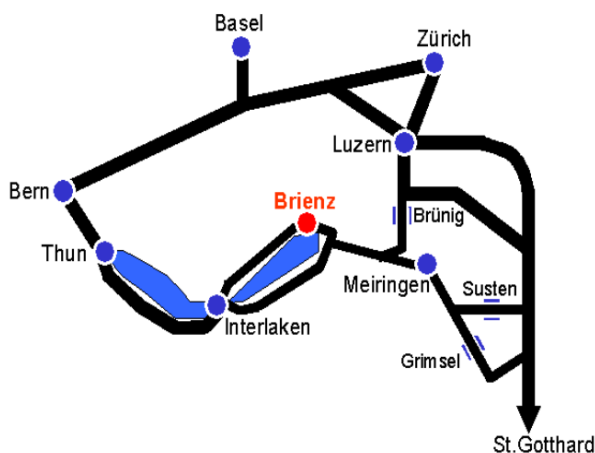


## Terms, conditions and other useful information

### How to find us

**By train:** Brienz is accessible from Bern via Interlaken or from Lucerne via Brünig. Brienz has two train stations: Brienz West (approx. 300m from the hotel) and Brienz Ost (main station, approx. 1km from the hotel). On request, we will be happy to pick you up at the station Brienz Ost upon your arrival. Please inform us in advance about your arrival time and to reconfirm it, call us by phone when you arrive at Brienz train station.

**A top tip is to travel by ship from Interlaken Ost to Brienz.**



**By car:** From Bern on the motorway via Thun-Interlaken-Brienz. Drive through the whole village until you reach the old part of the village with its church. If you take the old road from Interlaken via Oberried, you will find our hotel directly after the village entrance near the church. From Lucerne via Brünig you have to drive to the end of the village where you find our hotel near the church.

### Parking

Free parking is available to our hotel guests directly behind the house or on Löwenplatz in the yellow zone as long as available. As we only have a limited number of parking spaces available, we cannot make reservations or guarantee a free space. Please also note that for this reason our car park is only available to you until 11:00 am on the day of departure.

If our hotel parking spaces are occupied, we recommend the nearby public parking spaces in the white zone in front of the house or under the church (approx. 150 metres) for a fee of CHF 8 per day. Unfortunately, we cannot accept parking fines from the municipality for parking in the wrong zone or not paying the fee.

### Check-in

Your room will be ready in general for check-in from 3 p.m. Latest Check-in 8.00 p.m. Otherwise we ask you to inform us in advance by telephone so that we can prepare a late check-in for you.

### Check-out

On your departure day, please leave your room latest at 10/11 a.m.

### Internet WIFI

If you have your private notebook/smartphone, you can log into our wireless network for free internet access.

### Restaurants

#### Brienzerburli

Different rooms (Buurestube, Geissenstübli, Pizzeria and Puddigg). The menu card offers a wide variety of various specialities from the region and home-style cuisine.

#### Löwen

Situated at the lake with a fabulous terrace and a unique view! The menu card offers a variety of fine fish dishes as well as meat and vegetarian dishes.

Both restaurants are open during the summer months. During the other months at least one restaurant is always open (except during annual closing or beginning of season). Please enquire when you book your room.

### Breakfast Buffet

Breakfast will be served between 8 a.m. (7.30 a.m. in high season) and 10 a.m.

### Half and Full Board

(possible from 3 nights)

Guests with half or full board are served in the restaurant Brienzerburli.

### Allergies

We offer gluten-free bread and lactose-free milk. (Please let us know by reservation) If you would like other lactose-free products, please bring them yourself. For all allergies, especially if you book half board, please contact us in advance to clarify if this is possible.

### Non smoking

All our restaurants and rooms are non smoking. In case of non-compliance, a cleaning charge of minimum CHF 200.- will be charged.

### Re-Confirmation

You must re-confirm your room reservation by all means so that we can guarantee you a room. You have the following two possibilities:

- Re-confirmation by credit card (credit card number, including expiry date and name of card holder) by telephone or fax. Your credit card just serves as a

guarantee. You can still choose to pay your hotel bill by cash.

- Confirmation by mail or fax. Just sign and date our reservation confirmation (email, letter or fax) and return it immediately by post mail or fax. (*just for Swiss guests*)

### **Cancellation policy for individual guests booked directly in the hotel**

(via third-party providers, e.g. booking.com, the terms and conditions of the respective platform apply) For cancellation of firmly booked reservations, the following costs arise

until 2 weeks prior to arrival	free of charge
until 7 days prior to arrival	30%
6 until 4 prior to arrival	50%
3 to 0 days prior to arrival	100%

**Exception: Only firm bookings can be accepted during public holidays/festival days.**

The cancellation charges are levied on the first three days of your booking. If the room can still be occupied, we only charge a cancellation fee of CHF 50 per room/booking.

**We advise you to have a travel insurance that covers cancellation fees.**

### **Cancellation policy for groups (more than 15 people)**

(via third-party providers, e.g. booking.com, the terms and conditions of the respective platform apply) For cancellation of firmly booked reservations, the following costs arise:

until 8 weeks prior to arrival	free of charge
until 4 weeks prior to arrival	30%
27 to 8 days prior to arrival	50%
7 to 0 days prior to arrival	100%

**Exception: Only firm bookings can be accepted during public holidays/festival days.**

The percentage is calculated on the whole amount of your reservation (first three days of your booking). If the room can still be occupied, we do not charge any cancellation costs.

Changes in the number of people of up to 15% can be done until one week before arrival free of charge, thereafter 100% will be charged.

### **Means of payment**

Cash (CHF or Euro) / Reka cheques & Reka CC, EC-Direct / Postcard / VISA / American Express / Eurocard Mastercard / Diners / Twint / WIR (50%, groups on request)

### **No-Show / early departure**

In case of no show or early departure, we take the right to charge to you the confirmed costs up to 100% either by invoice or by credit card.

### **Damage/special cleaning**

If any damage or special soiling occurs during your stay, please report this immediately to reception.

The costs for extraordinary damage/cleaning will be charged to your credit card or invoiced to you.