



Guaranteed Room Reservations

With a guaranteed room your reservation remains valid even if your arrival time is after 4 pm and will remain valid throughout the night. You may guarantee your room reservation by the following means:

- Credit card (Visa, American Express, Diners Card, Mastercard, JCB)
- Prepayment for one night, for example, by bank transfer or postal cheque
- Written confirmation from a registered company whose headquarters are in Switzerland

Non-Availability of room

Should there be no same category room available for whatever reason when you arrive at the hotel, you will be upgraded to a room of the next highest category. Should there be no such rooms available, Sorell Hotels will accommodate you in another hotel, in a room which is at least of equal quality. In addition, Sorell Hotels will transfer you and your luggage to and from your new hotel free of charge and will carry the cost of a 3 minute international call, so you can inform others of your change of address.

Cancellation/no show

If a booking is cancelled after the cancellation period has expired, Sorell Hotels may charge up to the total cost of one night accommodation.

Families with children

A maximum of 2 children under the age of 8 may stay overnight in a shared room with 2 adults free of charge. If a room is occupied by 1 adult accompanied by 1 child under 8 years of age, only the cost of a single occupancy will be charged. For an overnight stay for 1 adult sharing a room with 2 children under 8 the cost of double room occupancy will be charged. The number of guests per room is subject to the availability of additional beds and/or cots.

Third party obligations

Sorell Hotels cannot be held responsible for any third party arrangements.

Bookings made via tour operators

For bookings made via a tour operator, only the terms and conditions of the specific tour operator apply.

General business conditions

Please note that additional general terms and booking conditions may apply to your reservation. You will receive further details of these together with your booking confirmation or alternatively please contact the relevant hotel directly.

Conversion CHF-EUR: basic exchange rate 1:1.30, invoices are issued according to the daily exchange rate. The contents of this document are subject to change without prior notice.