

**General terms and conditions and information**

**(Note: General terms and conditions for groups from page 3)**

**Dear Casa Calina guests**

We are very happy that you have decided to stay at Casa Calina.

We provide the following terms and conditions below to avoid any confusion:

**Room reservation and arrival / departure**

The reservation of rooms becomes binding on both sides with your confirmation; both verbally as well as in writing or by email.

Check-in and check-out take place at the Hotel Villa Carona.

Check-in is possible from 4 p.m. to 9 p.m. If you arrive in advance, you are welcome to store your luggage in Hotel Villa Carona until the rooms are ready. If the rooms are ready before the regular check-in time, you are welcome to check in earlier.

Check-out is by 12 noon on the day of departure. Would you like to check out later? Please contact the reception at Hotel Villa Carona.

**Included**

Bed linen, towels, use of the kitchen, parking, service and taxes (excl. City tax of CHF 4.65 per person per day, people under the age of 14 are exempt from the city tax). The final cleaning is included. The kitchens are to be left as found. We reserve the right to charge costs for damages made.

**Breakfast buffet and half board in the Hotel Villa Carona**

The extensive breakfast buffet is served from Monday to Sunday from 8.00 am to 10.30 am. The cost is CHF 24.00 per person per day. CHF 1 per year of age is calculated for children up to 14 years. Reservations are required by 6 p.m. the day before.

Half-board includes the breakfast buffet, as described above, and an additional 3-course menu.

Half board can only be booked before arrival. If not taken, the offer expires without compensation.

**Reservation guarantee**

When booking, we reserve the right to record your credit card information (credit card and security number) to guarantee the booking.

**Pets are welcome** (CHF 10.00 per day without food).

We ask you to keep your four-legged friends under supervision and to keep them on a leash.

**Smoke**

All areas and rooms of the Casa Calina are smoke-free.

**No noise after 10 p.m.**

This extends to both the house and garden.

**Cancellation conditions - individual**

Cancellation free of charge up to 7 days before arrival

Cancellation 6 to 4 days before arrival 80% of the room price / per room

Cancellation 3 days before arrival 100% of the room price / per room

No show 100% of the total amount

Prior to departure 100% of the total amount



This also applies to late arrivals or early departures. These rules only apply if we are unable to re-rent the room.

**Credit cards**

We accept the following credit cards: Visa Card / Mastercard.

You are also welcome to pay with cash (Swiss Francs and Euros at local exchange rate), EC Direct or Postcard.

**Exchange rate Euro / Swiss Franc**

The exchange rate between Swiss francs and euros depends on the daily exchange rate. The European prices stated in our documents are only guide prices and not binding!

**Damage**

Any damages caused by guests will be charged to their account.

**General terms and conditions and information for groups  
(Reservation from 4 rooms / apartments)**

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We provide the following terms and conditions below to avoid any confusion:

**Room reservation and arrival / departure**

The reservation of rooms becomes binding on both sides with your confirmation; both verbally as well as in writing or by email.

Check-in and check-out take place at the Hotel Villa Carona.

Check-in is possible from 4 p.m. to 9 p.m. If you arrive in advance, you are welcome to store your luggage in Hotel Villa Carona until the rooms are ready. If the rooms are ready before the regular check-in time, you are welcome to check in earlier.

Check-out is by 12 noon on the day of departure. Would you like to check out later? Please contact the reception at Hotel Villa Carona.

**Included**

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This extends to both the house and garden.

**Deposit**

After receiving 50% of the price within 15 days after booking, your reservation is final. You can make the deposit via bank transfer, or we will debit the corresponding amount from your credit card. For this we need the following information.

**Name credit card**

xxxx xxxx xxxx xxxx xxxx

Valid Thru xx / xx (Month / Year)

xxx (CVC code, three-digit code on the back of the card)

Name credit card holder

**OR**

**Banca Raiffeisen Bioggio**

6934 Bioggio

IBAN-Nr. CH70 8080 8007 7809 7402 7

Hotel Villa Carona Sagl, Piazza Noseed, 6914 Carona

Clearing 80307

Swift RAIFCH 22 Raiffeisen Bioggio

Cancellation conditions

Cancellation free of charge up to 6 weeks before arrival

Cancellation from 6 weeks to 4 weeks before arrival 50% of the total price

Cancellation from 4 weeks to 1 week before arrival 80% of the total price

Cancellation from 1 week to the day of arrival 100% of the total price

No show 100% of the total amount

Prior to departure 100% of the total amount

These rules only apply if we are unable to re-rent the room.

**Credit cards**

We accept the following credit cards: Visa Card / Mastercard.

You are also welcome to pay with cash (Swiss Francs and Euros at local exchange rate), EC Direct or Postcard.

**Exchange rate Euro / Swiss Franc**

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**Damage**

Any damages caused by guests will be charged to their account.

**With this signature I accept the general terms and conditions of Casa Calina**

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Date and place:

signature

Name and address in block letters

Group name

Date of stay

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