



THE HOUSE RULES

Welcome to our Bed and Breakfast. We wish you a pleasant stay. If you have any special needs or suggestions, please let us know.

Our house is a private house, therefore we ask you to respect our private area and to familiarize yourself with our house rules.

Check-In

From 16:00 h to 20:00 h there is usually someone at home to receive you. However, we do not have a permanently manned reception, so please let us know the approximate time of arrival in advance by phone: +41 91 872 13 31 or mail: info@relaisdelsosto.ch that you will not be standing in front of closed doors when you arrive. Thank you.

Upon arrival, the guest must present a valid identity card so that the Ticino registration requirement can be met.

Slippers are worn in the house. Shoes and mountain boots must always be taken off at the entrance threshold and stowed in the specially designed shoe rack.

For use by our guests

In addition to your room, you can use the bathroom, guest toilet and garden.

Breakfast and office hours

Breakfast is served from 7.00 to 9.00 a.m. in the kitchen-living room. Please let us know on the evening before what time you would like to have breakfast. In the evening we are there for our guests from 16.00 - 20.00 o'clock.

Room cleaning, towels and bed linen

The rooms are cleaned daily. Towels are changed daily, bed linen is changed at your request for ecological reasons. Please let us know if you need new towels or bed linen in between. It is not allowed to take our bath towels into the public swimming pool.

Smoking

Please note that you are in a non-smoking house. Smoking is only allowed in the garden. We only offer non-smoking rooms. Smoking and the use of any smoking goods is not permitted throughout the B&B.

The customer accepts and respects this regulation when booking.

If this provision is violated, the B&B is entitled to charge an immediately due contractual penalty of CHF 100 plus any cleaning and cancellation costs for the subsequent subletting. Notwithstanding the foregoing, the hotel shall be entitled to unilaterally terminate the contract concluded with the customer to remedy the

situation without notice or, if necessary, to ban the customer from the hotel, whereby the entire agreed booking amount shall become due immediately. The hotel reserves the right to withdraw from the contract immediately in the event of the guest's disregard or repetition.

Rest periods

We ask you to avoid noise from 22:00 to 6:00.

Keys

The key delivered per room is suitable for the front door and only for your room door. If you lose a key, we will charge you for the cost of changing the lock.

Reception of visitors

If you would like to receive visitors, please contact us in advance.

Damages

Please let us know if something is defective so that we can repair or replace it. We will have to charge you for deliberate damage or contamination.

The following are not permitted

Cooking in the room is not permitted. It is also not allowed to wash and dry clothes in the room. You are welcome to use the laundry room for a fee.

Liability for personal effects and valuables

We assume no liability for personal effects and valuables that you keep in your room.

Check-out

On the day of departure, the rooms must be vacated by 9.30 a.m. so that the necessary cleaning can be carried out. If this time is not observed, an additional night will be charged.

GENERAL TERMS AND CONDITIONS

General terms and conditions

We are a small company and yet we want some rules to be followed. Our B&B doesn't have a reception which is constantly manned, but you can reach us by phone: +41 91 872 13 31 or mail: info@relaisdelsosto.ch at any time.

Thank you for your understanding.

Reservations

Reservation requests will always be confirmed by e-mail with the exact prices. Advance payments and bank details.

For bookings for 3 or more nights, we require an advance payment of 50% of the booking amount. The reservation/booking can only be definitively registered after receipt of the advance payment either on our bank account, which can be seen in the footer. Please always pay in CHF.

Cancellations and changes up to 7 days before arrival are free of charge. Cancellations and changes made late, as well as non-arrivals, will be charged at 100% of the total price of the booking.

