



Reservation- and cancellation policy

Landlord /:

Chalet Altenhaus & Endweghüsli:

CPM Apartment AG
c/o. Derby Hotel Bahnhof AG
Dorfstrasse 75
CH-3818 Grindelwald

Chalet unter dem Stein:

Family Peter und Christiane Märkle
Eschengasse 11
CH-3818 Grindelwald

Handover of key, check-in and check-out:

Derby Swiss Quality Hotel
Dorfstrasse 75
CH-3818 Grindelwald
Tel. +41 33 854 54 61
info@derby-grindelwald.ch

Check-in: from 3.00 p.m. to 9.00 p.m. (mid-December to October*)

Check-out: from 7.00 a.m. to 11.00 a.m. (mid-December to October*)

Should you wish to arrive or depart outside these times, please contact the reception of the Derby Swiss Quality Hotel at least 2 days before arrival.

*During the hotel's closing period (November to mid-December), reception is only open Monday to Friday from 8.00 a.m. to 6.00 p.m.

Maximum occupancy:

Please note the maximum number of persons that can be accommodated in the respective accommodation. Overcrowding is not permitted and may result in the property not being rented on arrival. In this case, cancellation and handling fees will still apply.

Rental period and prices:

Different minimum and maximum stays apply depending on the season. In case of delayed arrival or premature departure the entire stay will be charged.

The rental price includes towels, bed and kitchen linen, electricity and water. Final cleaning is not included in the rental price and amounts to CHF 50.00 for studios and CHF 80.00 for flats. Visitor's tax is not included in the overnight price. Linen change (bed linen or towels) or intermediate cleaning during the stay are not provided but can be booked on request on site. Surcharge CHF 20.00 per service

Advance payment / security deposit:

An advance payment of the stay by credit card or bank transfer is due 21 days before arrival. The visitor's tax will be charged on arrival.

If the prepayment has not been received by the landlord at the latest 21 days before arrival, the landlord has the right to let the rental property to another tenant without further notice and without becoming liable to pay compensation to the tenant in any way.

A security deposit of CHF 200.00 for studios and CHF 400.00 for flats will be charged on site, which will be refunded after the stay, provided that no damage to the rented property is found.

Cancellation conditions:

Cancellation free of charge is possible up to 14 days before arrival. For cancellations from 13 to 0 days prior to arrival and no-shows, the total amount will be charged. We recommend you to take out a private travel cancellation insurance.