

General Terms and Conditions, B&B Lodge (Owner Marianna D'Incau)

1. SERVICES OFFERED BY B&B LODGE

B&B Lodge provides rooms for hire as listed on the website at the prices and conditions there indicated. The contract for the room rental is made directly between you and B&B Lodge.

2. BOOKING ENQUIRIES

We are happy to take enquiries and bookings on our website:

<http://www.bnb-lodge.ch/en/bookings.html> To ensure that no errors are made when recording your data, we take final bookings only via the online form on our website. If not otherwise possible, we are also happy to advise you on the telephone. A reservation request is not a definitive reservation. You will in any case receive a reservation confirmation from us with the corresponding details. Once you have received this document and it has been mutually confirmed, the booking is binding.

On request you can bring your **pets** along. Costs per night CHF 15.00 (for one pet). In any case they have to be mentioned on the reservation form, otherwise they will be charged full price.

3. ROOM DETAILS

The information provided about the rooms on this website is intended as a general description. Their actual condition may vary slightly from the images displayed, but the rooms are otherwise identical. The agreed rental price is inclusive of all utilities such as electricity, heating, water, and the ordinary use of the room's fittings.

There is an absolute **ban on eating** in the rooms. You may eat at any time in the breakfast / common room. There is also a **smoking ban** throughout the building. Smoking outdoors is permitted.

The building is covered with parquet floors indoors. You are therefore not permitted to enter the building wearing high heels. Each room does, however, offer slippers in various sizes.

B&B Lodge has an operational hygiene concept that is continually documented.

4. BEDDING AND TOWELS

Bedding and towels are provided and included in the price.

5. INTERNET / TV

We have wireless internet throughout the building. Devices are not provided. (We would be happy to print out a document for you on request). A TV corner (Swisscom TV) is available in the common room.

6. WASHING MACHINE / TUMBLE DRYER

The washing machine and the tumble dryer may be used on request. The cost of a wash (incl. detergent) is CHF 5 and is payable in cash.

7. PICK UP SERVICE (Bern central train station)

We will be glad to collect you from Bern for a CHF 25 fee. Appointment necessary.

8. PAYMENT TERMS

The room price is payable in advance in Swiss francs (CHF).

Guests from within Switzerland and the European area should transfer the total amount due: UBS, IBAN: CH26 0023 5235 4439 52M1 R, B&B LODGE, Marianna D'Incau, Chrottegaessli 2, 3065 Bolligen. Payments are also accepted via PayPal (+2.5% fee) or cash upon arrival. Any additional charges are payable in cash in CHF (Swiss francs).

Guests from other countries should pay in advance via PayPal (+2.5% fee) or pay in cash CHF (Swiss francs) upon arrival.

Once a deposit amount has been agreed, this is due immediately. (You will receive an invoice by email.) The balance must be paid in cash upon arrival.

9. CANCELLATION

Cancellations must be made in writing. No charge applies if the cancellation is made up to 10 days before scheduled arrival.

For cancellations less than 10 days prior to arrival, the following charges will apply:

- 10 to 4 days before arrival: 30% of the agreed rental price
- 3rd day before arrival or no-show: 80% of the agreed rental price

Exceptions:

If your travel has been prevented due to a health problem or a death in the family, we will accept a medical note or a corresponding official document as evidence.

No charges will be incurred for cancellation in these cases. Other reasons unfortunately cannot be considered.

10. ARRIVAL

Unless otherwise agreed, the room will be available from 5:00 pm on the day of your arrival. Please inform us of your estimated time of arrival in advance.

11. USE OF THE PROPERTY

Please remember that only those persons listed on the contract may use the rented room. No other persons other than those listed will be asked to leave the premises by B&B Lodge.

12. POSSIBLE AMENDMENTS

Please inform B&B Lodge immediately if you intend to invite or accommodate other persons or more persons than are listed on your rental contract.

13. DEPARTURE

Unless otherwise agreed, the room must be vacated by 10:00 am on the day of departure. The room should be handed over in clean condition. Please leave the premises in the same condition as you found it.

14. DEFECTS OF THE PROPERTY

Please report any pre-existing defects in the rented room immediately. Otherwise, you may be charged for possible damages.

15. TERMINATION

B&B Lodge is entitled to terminate the contract with immediate effect and to demand the immediate surrender of the room if you violate your duty of care. Such a case exists in particular if you:

- damage the rented room/flat and/or
- seriously violate the house rules and continue the violation even after receiving a warning.

16. LIABILITY

B&B Lodge is liable for the careful maintenance and the orderly provision of rooms.

This liability is in accordance with statutory provisions. In particular, you are under obligation to use the rented room with due care. Each guest is personally responsible for appropriate liability insurance protection.

17. JURISDICTION

Bern is the sole place of jurisdiction.

Bolligen, 1 February 2016