

Refund & Cancellation Conditions

Arosa Alpine Holiday AG
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Non-refundable & Payment by bank transfer

The most attractive rate, but non-refundable.

- 50% of the total amount must be paid directly at the time of booking and the remaining 50% must be paid 30 days before arrival. For bookings made less than 30 days before arrival, 100% of the total amount must be paid when booking.
- Your reservation is guaranteed for 48 hours until the payment via bank transfer is received. Upon receipt of the transfer, the booking is considered binding.
- In the event of cancellation, a reduction in the number of nights booked or a no-show, the rental fee will not be refunded.

Non-refundable – Online Payment

- 100% of the total amount must be paid directly at the time of booking.
- In the event of cancellation, a reduction in the number of nights booked or a no-show, the rental fee will not be refunded.

Cancellation 30 to 14 days before arrival - Payment by bank transfer

If you would like a little more flexibility, this is the best option.

- 50% of the total amount must be paid directly at the time of booking and the remaining 50% must be paid 30 days before arrival. For bookings made less than 30 days before arrival, 100% of the total amount must be transferred directly.
- Your reservation is guaranteed for 48 hours until the transfer is received. Upon receipt of the transfer, the booking is considered confirmed.
- In the event of cancellation, a reduction in the number of nights booked or a no-show, the following cancellation fees apply:
 - o Up to 30 calendar days before arrival = cancellation free of charge
 - o 14 - 30 days before arrival = 50% of the rental price will be charged
 - o Within 13 days before arrival = No Refund; 100% of the rental will be charged.
 - o Refunds will be made by bank transfer only (within 30 working days of receiving your bank details).

Cancellation 30 to 14 days before arrival – Online Payment

Would you like a little more flexibility but prefer to pay by credit card?

- 100% of the total amount must be paid directly at the time of booking.
 - In the event of cancellation, a reduction in the number of nights booked or a no-show, the following cancellation fees apply:
 - o Up to 30 calendar days before arrival = cancellation free of charge (*)
 - o 14 – 30 days before arrival = 50% of the rental price will be charged (*)
 - o Within 13 days before arrival = No Refund; 100% of the rental will be charged (*)
- (*) Refunds will be made to the credit card used for the payment.

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