



# GENERAL BOOKING & CANCELLATION CONDITIONS

## DYNAMIC PRICES

We work with a dynamic price system. This means that the accommodation prices offered lose their validity after the option expires and may vary thereafter. Prices are based on supply and demand.

## DEPOSITS FOR ROOM BOOKINGS

We charge a mandatory deposit of 20% of the room rate to guarantee you a firm booking. For reservations booked over the turn of the year, the deposit is 80% of the room rate, during the Swiss sports vacations in February 50%. A deposit can be paid by bank transfer to our account (see below) or by credit card. To debit your credit card we need your credit card details and your consent. Please contact us.

Account details Hotel Castell:

UBS St. Moritz 849601.01P, BC 221  
IBAN CH68 0022 1221 8496 0101 P  
Swift UBSWCHZH80A  
Account holder: Castell Zuoz AG

## ONLINE BOOKINGS

Please note that after completing an online reservation, the amount of the deposit will be charged to the credit card provided, as consent has been given by providing the card details.

## CANCELLATION CONDITIONS

Cancellation or modification of the confirmed reservation (by letter or credit card) is free of charge up to 15 days before arrival. Changes to reservations are also free of charge up to 15 days before arrival. Cancellations 14 days to the day of arrival are subject to a 100% cancellation fee. If we resell the room you have canceled after the free cancellation period has been canceled, we will only charge a CHF 50.00 processing fee. In the event of late arrival or early departure, the room price will be charged.



Cancellations and changes to reservations will only be accepted and confirmed in writing ([info@castellzuoz.com](mailto:info@castellzuoz.com)).

In the case of non-cancellable offers, the full accommodation price is due upon completion of the booking and will be charged to the credit card provided. Should you require a bank transfer, please let us know.

Unused package services cannot be refunded or exchanged.