

General Terms and Conditions – B&B Les Trois Ours

Booking Conditions

Your stay is only considered booked once payment of a 30% deposit on the total amount of your reservation has been received, followed by written confirmation from B&B Les Trois Ours via e-mail. The customer has also to provide us full contact details (entire postal address and phone number).

These general terms and conditions are considered to have read and agreed upon receipt of payment.

A 30% deposit must be paid within 7 days after the booking was made (or as soon as possible, if the booking was made less than 7 days before the scheduled arrival date). Failing this, the booking shall not be taken into account and shall not be considered as confirmed.

Cancellation Policy

If cancelled or modified up to 15 days before date of arrival, no fee will be charged.

If cancelled or modified up to 3 days before date of arrival (from 14 days to 3 days before), 30 % of the total price of the reservation (= the deposit already paid by the customer) will be charged.

If cancelled or modified later or in case of no-show, the total price of the reservation (100% of the scheduled stay) will be charged.

In order to avoid any source of confusion or conflict, the deadline (date/time) for cancellation of your booking is specified in the confirmation e-mail you receive from the B&B.

Any cancellations made shall only take effect once they have been notified to B&B Les Trois Ours via e-mail by the customer and the customer has received an acknowledgement of receipt in return from B&B Les Trois Ours.

For any cancellations made more than 14 days before the scheduled arrival date, the deposit shall be returned to the customer via bank transfer within 10 working days after the cancellation is confirmed by e-mail. Possible bank charges will be borne by the customer.

In the event that a booked room remains unoccupied as a result of a reservation that was not cancelled in writing prior to the scheduled arrival date, or is left unoccupied due to a premature departure, the booking customer shall nevertheless be billed for 100% of their scheduled stay.

Rates

The room rates listed do not include the mandatory tourist tax imposed by the Gryon local authority.

For the 2015-16 winter season (November to June), the per person / per night tourist tax is fixed at 2.80 CHF (adults), 1.40 CHF (children aged 10-16) or free of charge (children aged 0-9).

For the 2016 summer season (July, August, September and October), the per person / per night tourist tax is fixed at 5.30 CHF (adults), 2.65 CHF (children aged 10-16) or free of charge (children aged 0-9).

This tax shall be payable to B&B Les Trois Ours, who will then hand it over in full to the local authority.

Payment Methods

Only Swiss francs (CHF) accepted.

Deposits are to be paid via bank transfer or online by credit card (only Visa, Mastercard or Postfinance) with Klik&Pay (online secure payment).

The full balance of the booking shall be payable on arrival to the B&B, either in cash or online by credit card (only Visa, Mastercard or Postfinance) with Klik&Pay (online secure payment).

Arrivals and Departures

Check-in begins at 3:00 pm. In order to help us give you the best welcome possible, we ask that all guests let us know in advance what time they plan to arrive, especially for late check-in (later than 7:30 pm).

Late check-in (later than 7:30 pm) are accepted by prior request only.

On the day of departure, all rooms must be vacated by 11:00 am at the latest.

Miscellaneous

- A cot for baby is available upon request in certain rooms. If you require a cot, please inform us at the time of booking.

The addition of extra spare beds is not permitted, as space is limited. An exception can be made in room nr 1 or room nr 2, at extra cost.

- The entire chalet, including rooms and common areas, are non-smoking premises, with the exception of the outdoor patio area.

- Unfortunately, we cannot accept pets at the chalet for the following reasons:

▲ The floor surface is not suitable for pets.

▲ We already have a four-legged furry friend of our own, and we would like to avoid any inconveniences the "mixing" of pets may cause.

- Parking: Parking is available in close proximity to the chalet, but cannot be guaranteed at peak times or in the event of inclement weather conditions. Should these parking spaces be unavailable, there is another open air free parking area located just 200 m away from the chalet.

- All guests are kindly asked not to leave any valuables in the accommodation area or in their vehicles. B&B Les Trois Ours cannot be held liable for any loss, damage or theft to personal items left behind.

Litigations and Complaints

In the event of any disputes which may arise, only the Est Vaudois District Courts shall have jurisdiction.

Any complaints related to the customer's stay must be addressed in writing within 30 days after their stay, via registered letter with acknowledgement of receipt, to the following address:

B&B Les Trois Ours

Emilie and François Trivier

Alpe des Chaux - Chemin des Outanes, 2

1882 Gryon (VD, Switzerland)

Failing this, all amounts invoiced shall be considered valid and accepted by the customer.

These general terms and conditions are considered to have read and agreed upon receipt of payment (a 30% deposit).



LES TROIS OURS

Wellness Bed & Breakfast

Emilie et François Trivier

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