RESORT WALENSEE

General Booking, Payment and Cancellation Policy

Property Management Walensee House & Apartments GmbH

Transparency, fairness and reliability – for a carefree stay on Lake Walen.

1. General Provisions

We look forward to welcoming you to Resort Walensee.

To help you plan your stay with confidence, we place great importance on clear and transparent booking and cancellation terms.

These terms apply to all direct bookings of holiday apartments arranged or managed by Property Management Walensee House & Apartments GmbH, unless different terms have been expressly agreed in the relevant booking confirmation.

By completing a binding booking, the guest accepts the payment and cancellation terms applicable at the time of booking.

2. Booking Confirmation and Binding Effect

A booking becomes binding once it has been confirmed in writing by our Reservations Department.

The booking confirmation specifies, in particular, the reserved accommodation, dates of stay, total price and applicable payment terms.

The guest agrees to make all payments by the specified deadlines.

3. Payment Terms

3.1 Bookings Made More Than 60 Days Before Arrival

For bookings made more than 60 days before the scheduled arrival date, the following payment terms apply:

• 50% deposit: Due immediately upon receipt of the booking confirmation.

• Remaining 50%: Due no later than 60 days before the scheduled arrival date.

Full payment of the booking amount is a prerequisite for providing the accommodation as agreed.

3.2 Bookings Made Within 60 Days of Arrival

For bookings made 60 days or fewer before the scheduled arrival date, the full booking amount (100%) is due immediately upon booking confirmation.

3.3 Late or Missing Payments

If an agreed payment is not received by its due date, we reserve the right to request payment in writing within a reasonable additional period.

If payment is still not received within this additional period, Property Management Walensee House & Apartments GmbH may, subject to applicable law, withdraw from the contract within five days and release the accommodation for new bookings.

Any cancellation charges payable under this policy remain reserved.

4. Cancellation Terms

We understand that travel plans may change for various reasons. Our cancellation terms are designed to provide guests with clarity while ensuring reliable planning and availability of our accommodation.

4.1 Cancellation No Later Than 60 Days Before Arrival

If we receive written notice of cancellation no later than 60 days before the scheduled arrival date, all payments already made will be refunded.

Only an administration fee of CHF 120.00 per booked apartment will be deducted.

Refunds will generally be made to the original payment method unless another legally permissible method is agreed.

4.2 Cancellation Less Than 60 Days Before Arrival

For cancellations made less than 60 days before the scheduled arrival date, a cancellation charge of 100% of the total booking amount will generally apply.

Except where mandatory law provides otherwise, payments already made are non-refundable.

This generally also applies to changes in personal schedules, travel plans or other circumstances within the guest's personal responsibility.

4.3 Individual Review of Exceptional Circumstances

Notwithstanding the above, we recognise that exceptional personal circumstances can arise.

Our management may review such cancellation requests individually.

Any partial or full refund granted as a gesture of goodwill is voluntary, without acknowledgement of a legal obligation, and does not establish an entitlement to similar treatment for future bookings.

Important: Resort Walensee does not generally issue vouchers, travel credits or credit notes in connection with cancellations. Any approved refunds will be paid in money only.

5. Overview of Cancellation Charges

Cancellation timing	Cancellation terms
No later than 60 days before arrival	Refund of payments made, less CHF 120.00 per apartment
Less than 60 days before	Generally 100% of the booking amount

arrival	
No-show	Generally 100% of the booking amount
Early departure	No pro-rata refund for unused nights

All deadlines are based on the arrival date stated in the booking confirmation and Swiss local time.

6. Failure to Arrive (No-Show)

If a guest does not arrive on the agreed arrival date and has not provided timely notice, the booking will be treated as a no-show.

In this case, the full booking amount will generally be payable as a cancellation charge.

No refund will be made for unused nights.

After appropriate review and an attempt to contact the guest, the accommodation may be offered to other guests.

7. Early Departure and Late Arrival

In the event of voluntary early departure, there is generally no entitlement to a refund for unused nights.

The same applies to late arrival for reasons within the guest's responsibility.

We recommend informing us promptly of any expected changes to arrival times so that we can coordinate check-in as smoothly as possible.

8. Changes and Rebookings

Changes to the travel dates, length of stay or booked accommodation require written approval from our Reservations Department.

There is no automatic entitlement to a rebooking.

Any rebooking is subject to availability and the prices applicable at the time of the requested change.

Rebooking may not be used to circumvent cancellation charges already incurred.

If a requested change cannot be accommodated and the guest does not wish to use the original reservation, the agreed cancellation terms will apply.

9. Exceptional Events and Force Majeure

Exceptional events, including natural disasters, government restrictions, significant infrastructure disruptions or other unforeseen circumstances, may affect the provision of a stay.

In such cases, the specific circumstances and the parties' contractual and legal obligations will be assessed individually.

Personal travel difficulties such as cancelled flights, delays, visa issues or illness do not automatically entitle a guest to cancel free of charge.

Any mandatory statutory rights of guests remain unaffected.

10. Cancellation by Resort Walensee

If confirmed accommodation becomes unavailable due to exceptional circumstances beyond the resort's control, we will endeavour to offer the guest a suitable alternative.

If no suitable alternative is available or agreed, payments received for services not provided will be refunded.

Any further statutory rights remain unaffected.

11. Refunds

Approved refunds will generally be instructed for payment within 14 working days after the cancellation has been fully processed.

The actual credit to the recipient's account may take longer depending on the payment provider, bank or international payment processing.

Any applicable administration fees will be deducted in accordance with the agreed terms.

Refunds in the form of vouchers or travel credits are not offered.

12. Travel Insurance

We strongly recommend that guests take out suitable travel and trip cancellation insurance.

Depending on the insurance policy, such cover may reimburse costs arising from unexpected illness, accidents or other insured events.

Guests are responsible for obtaining and checking adequate insurance coverage.

13. Group Bookings, Special Offers and Events

Different payment and cancellation terms may apply to group reservations, long-term stays, special offers and bookings during major events or periods of particularly high demand.

This includes individually agreed packages and special event rates.

Any different terms will be expressly communicated before booking and recorded in the booking confirmation.

14. Written Cancellation Requests

All cancellation and amendment requests must be submitted in writing to our Reservations Department.

Compliance with the cancellation deadline is determined by the verifiable receipt of the written cancellation notice by Property Management Walensee House & Apartments GmbH.

Please include your booking number, the lead guest's name and the scheduled arrival date in all requests.

15. Applicable Law

These booking and cancellation terms are governed by Swiss law.

Mandatory statutory provisions and mandatory rules on jurisdiction remain unaffected.

If any provision of this policy is invalid or unenforceable, the remaining provisions shall continue to apply to the extent permitted by law.

Our Commitment – Your Satisfaction

At Resort Walensee, hospitality, quality and reliability are at the heart of everything we do.

We aim not only to provide a pleasant stay but also to offer transparency and peace of mind from the moment of booking.

Thank you for placing your trust in us. We look forward to welcoming you to beautiful Lake Walen.

Your Team

Property Management Walensee House & Apartments GmbH

Resort Walensee | Unterterzen | Switzerland

Updated: November 2026