

# rainbow *guesthouse* inn

## GENERAL CONDITIONS

The present general conditions apply to all reservations for the Rainbow Inn Guesthouse. They are an integral part of the contract.

### Our customers

The Rainbow Inn is a Guesthouse exclusively reserved for men and the person must be at least 18 years of age.

### Payment due for the reservation

The total amount of the reservation (including accommodation tax, possible options etc.) is due at the moment when checking in. The VAT tax is included in our price.

### Types of payment accepted

The types of payment accepted are as follows: Cash (CHF, EUR and US\$), credit cards and debit cards (ec-direct, PostCard).

### Credit card details as guarantee for the reservation

In order to obtain a firm room reservation which is guaranteed, the credit card details are required.

### Having a firm reservation which is guaranteed

The availability and the choice of the room are only guaranteed **when having received a room confirmation from us along with the check-in voucher.**

### Our terms and conditions of the cancellation policy

**In case of cancellation:** 7 days before the date of reservation: no cancellation fees,

**3 – 6 days before:** a cancellation fee of **10 %** of the total price will be invoiced and debited.

**2 days before:** a cancellation fee of **20 %** of the total price will be invoiced and debited.

**1 day before:** a cancellation fee of **30 %** of the total price will be invoiced and debited.

**the same day:** a cancellation fee of **60 %** of the total price will be invoiced and debited.

### **Modification of a reservation**

A modification of a firm reservation must be received in writing as soon as possible, not later than 7 days before the reservation date. Depending on availability, certain modifications cannot be provided nor insured.

### **Check-in time / Check-out time**

You are asked to check-in for the Guesthouse at the reception of the Pink Beach Sauna (Avenue de Tivoli 9) not earlier than the time indicated below.

The day of your departure you have to vacate your room not later than the time indicated below.

In case of delayed departure, an extra night might be charged.

– Check-in time (starting from) : 13h

– Check-out time : 11h

### **Delayed arrival or early departure**

In case of delayed arrival or early departure no refund will be granted.

### **Situation of force majeure**

If a modification or a cancellation is due to a situation of force majeure, no refunds or compensation can be requested.

### **Damage or extra time for clean-up work due to improper use**

In case of damage or improper use of a room and/or other facilities caused by people, costs are entirely at their expense. Furthermore, owners of animals are responsible for any inconvenience caused by their behaviour, including damage.

### **Place of jurisdiction**

The place of jurisdiction is Lausanne.