

Lenient Cancellation Policy

More than one day ahead – 100%

To receive a full refund of the room rate, the guest must cancel their booking within 24 hours of receiving their booking confirmation OR at the latest one full day (24 hours) before the accommodation provider's check-in time (as per the www.bnb.ch website).

Less than one day ahead – 50%

To receive a refund of 50% of the room rate, counted from the second night, the guest must cancel their booking at the latest one day (24 hours) before the accommodation provider's check-in time (as per the www.bnb.ch website). The costs of the first night's stay will not be refunded. If the guest cuts their stay short, they are not entitled to a refund of the room rate for the remaining nights booked. The host will notify guests directly of any exception to this rule.

Further Charges:

Cleaning

The cleaning charge will be refunded only if the guest cancels before checking in.

Tourism levy

The tourism levy will be refunded for those nights for which the accommodation was booked, but not used.

Breakfast (if booked)

The cost of breakfast will be refunded for those nights for which the accommodation was booked, but not used. If the guest cancels less than 24 hours before check-in time, the cost of breakfast for the first night's stay will not be refunded.

Service charge

Any services charges levied by BnB Switzerland will not be refunded.

Cancellation:

Bookings must be canceled with the accommodation provider directly by email or phone. Bookings cannot be canceled via the bnb.ch website.

Exceptions:

Special terms may apply for long-term stays.

COVID-19:

New bookings are no longer subject to any special cancellation rules in connection with COVID-19 as a result of transport being cancelled, quarantine, or travel restrictions. This is because there is little likelihood of further measures.