

## **Moderate Cancellation Policy**

### **More than 7 days 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 7 full days before the accommodation provider's check-in time (as per the [www.bnb.ch](http://www.bnb.ch) website).

### **2 to 7 days 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 2 days before the accommodation provider's check-in time (as per the [www.bnb.ch](http://www.bnb.ch) website). The costs of the first night's stay will not be refunded. The host will notify guests directly of any exception to this rule.

### **Less than 2 days ahead 0%**

If the guest cancels their booking less than 2 days ahead of the accommodation provider's check-in time (as per the [www.bnb.ch](http://www.bnb.ch) website), they are not entitled to a refund of the room rate. Guests who cut their stay short 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.

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## **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 2 days 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.

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## **Cancellation:**

Bookings must be canceled with the accommodation provider directly by email or phone. Bookings cannot be canceled via the [bnb.ch](http://bnb.ch) website.

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## **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.