

## **Very strict cancellation policy**

### **More than 45 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 45 full days before the accommodation provider's check-in time (as per the [www.bnb.ch](http://www.bnb.ch) website).

### **30 to 45 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 30 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 30 days ahead – 0%**

If the guest cancels their booking less than 30 days ahead of the accommodation provider's check-in time (as per the [www.bnb.ch](http://www.bnb.ch) website), or if they cut their stay short, are not entitled to a refund. 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 7 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.