

General terms and conditions

These general terms and conditions regulate the legal relationship between you as a guest and us, Villa Hausini.



1. Conclusion of a contract

The contract comes with the receipt of the reservation confirmation signed by the guest, an e-mail with all details from the reconfirmation form, a booking or via an internet-based booking system, i.e. via our homepage, Booking.com, Airbnb or Heidiland after a booking confirmation conditions. We are entitled to terminate the contract without notice if the rental contract has been concluded with false or misleading information or if the house is not used in accordance with the contract.

2. Prices and obligation to pay

The prices result from the price list. In the case of early and short-term bookings, the total price is to be paid immediately after booking confirmation. The payment method differs depending on the booking portal or booking type.

3. Changes / cancellation

The cancellation deadlines and any costs depend on the respective booking portal and must be taken from the respective terms and conditions of the booking portals. In the case of direct bookings via our homepage, the guest can cancel free of charge up to 30 days before arrival. The cancellation must be made in writing in any case. In the event of a late cancellation, the guest pays the total price.

4. Arrival and departure

The house will be made available by us from 3 p.m. on the day of arrival. On the day of departure, the house must be vacated or vacated by 10 a.m.

If other arrival and departure times are desired by the guest, these must be obtained from us in writing in advance. These changed arrival and departure times only apply after written confirmation from us.

The house must be handed over under the following conditions:

- The used dishes must be cleaned and put in the cupboards.
- The dishwasher must be emptied (empty and clean).
- The lights must be switched off and the windows closed throughout the whole house.
- The refrigerator and freezer must be empty. The guest must take the food and drinks he has brought with him.
- The two house keys have to be returned to the key compartment and the code must be hidden.

5. Liability / duty of care

The rooms and materials made available are to be used with the greatest care by the guest. Property damage or loss must be reported to us immediately. In any case, the guest must pay for any property damage or loss.

6. Key / Code

The guest receives a code from us before arrival in order to receive the two house keys from the key box at the house entrance. If one or both house keys are lost, the guest must pay the costs incurred in any case.

7. Safe

A safe is available on the 1st floor. The guest receives the code for the safe on request.

8. Parking

There is one free parking space in front of the house.

9. Fire regulations

The guest undertakes to comply with the fire protection regulations, in particular to keep escape routes clear. The use of flammable objects is strictly prohibited. The fireplace may only be used with constant presence and care. Smoking is only allowed outside on the balcony.

10. Pets

Pets are only allowed on request. There is a fee of CHF 5 per night per pet (cleaning fee). This fee must be transferred before arrival via Twint, bank transfer or invoice.

11. Data protection

Any data from a guest will only be passed on to the extent necessary for a booking (e.g. for tourist taxes). The data will not be passed on for other purposes.

12. Final provisions

If the guest is not satisfied with our services, he must report this to us immediately, otherwise he can no longer assert any rights.

We reserve the right to change prices at any time.

Changes to these general terms and conditions must be made in writing.

Edition: August 2021