

HOTEL ADVLA
Zeit für das Echte.



Terms and conditions
Our rules

GENERAL TERMS AND CONDITIONS

For events at the Hotel Adula in Flims

Dear guests

We are very pleased that you are taking some 'Time for the real thing' and have chosen to stay at the Hotel Adula. We are taking the opportunity to inform you about our terms and conditions below, in order to avoid any misunderstandings at all:

Reservation

Reservations and reservation agreements are binding to both parties and become valid with the return of your written confirmation to the Hotel Adula on time. This also applies to spoken reservations and bookings made by email. We reserve the right to withdraw from a reservation offer, so long as no signed copy of a reservation agreement exists.

Hotel rooms

A list of guest names with corresponding billing instructions are required by us two weeks before the event at the latest, to help ensure a quick and smooth check-in and check-out.

Rooms are available on the day of arrival from 15:00. Please provide us with the chance to make our rooms available fresh and on-time by checking out at reception no later than 12:00 on the departure day

Cancellation policy

Cancellations must always be made in writing by the customer. Should a reservation be completely cancelled, the following conditions apply:

Rooms in seminar

and group reservations
Up to 60 days before arrival
Free

60–31 days before arrival
25% of the cost of bed and breakfast to be charged

30–15 days before arrival
50% of the cost of bed and breakfast to be charged

14–7 days before arrival
75% of the cost of bed and breakfast to be charged

7–0 days before arrival
100% of the confirmed prices to be charged

The exact number of participants must be submitted to us no later than 14 days prior to arrival. We tolerate a change in the number of reserved rooms by 5% up to three days prior to arrival. Further cancelled room bookings will be charged in accordance with the above conditions.

Banquets

Up to 60 days before the event
Free

60–31 days before the event
25% of the confirmed prices to be charged

30–15 days before the event
50% of the confirmed prices to be charged

14–7 days before the event
75% of the confirmed prices to be charged

7–0 days before the event
100% of the confirmed prices to be charged

The number of people registered 24 hours prior to the event is regarded as the basis for charging. This figure is binding and will be charged fully. Additional guests will be charged according to the agreed conditions.

Cancellation cost insurance

We recommend taking out private insurance for cancellation costs. Generally, any insurance companies or credit card firms offer travel cancellation insurance.

Damage

The material provided as well as the hotel facilities must not be damaged. To prevent damage to the walls, the bringing of decorations and other such objects must be agreed with representatives of the hotel. Any damage to furniture, equipment, textiles, etc. caused by the guest will be charged for.

Insurance

Hotel Adula accepts no kind of responsibility for the theft or damage of objects, clothes and materials taken to the hotel. It is up to the organiser to look after valuable items.

Sales Tax (MwSt.)

All prices include sales tax.

Hall rent and use

For banquets we charge no hall rental, except in the à la carte restaurants, if an exclusive event is wanted. The use of the hall is limited to certain times. Outside of these times, the hotel can use the hall.

Third-party services

Hotel Adula acts in the name of and on account of the orderer to obtain technical or other equipment or book services. The customer is responsible for their care and proper return and shall indemnify Hotel Adula from claims.

Payment methods

After the event, you will receive a detailed invoice from us of services rendered. Payment is to be made within 30 days of the invoice date.

Advance payment

For events costing more than CHF 5,000–, a deposit is required, for 50% of the services booked, to the following bank account:

Graubündner Kantonalbank Account in 7002 Chur, z. G. Heinz Hotz AG, Hotel Adula, 7018 Flims-Waldhaus, CK 164.676.100. - BLZ 774.
For international transfers:
Swift Code GRKBCH2270A,
IBAN CH83 0077 4110 1646 7610 0.

Terms and conditions for individual guests

Our rules

Sometimes it may happen that you, for whatever reason, are unable to make your journey. If you inform us of this more than 15 days in advance, a cancellation is free of charge. In case of a cancellation from 14 to 7 days before the arrival date, we will charge you 50% of your booking. In the case of a cancellation between six and three days prior to arrival, we will charge 75% of the booking and in the case of a cancellation of the reservation two days or less before arrival, 100%. These conditions also apply to late arrivals or early departures. Should we manage to rent the room to another guest, the cancellation fees no longer apply. An exception is with the non-refundable rates. These rates must be paid immediately upon booking. The payment will not be refunded if a cancellation is made.