



Hotel Wellenberg ****
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POLICIES

Check-In From 14.00.

Check-Out Until 12.00.

Reservation, Cancellation & Prepayment

Persons over 18 years using a valid credit card number (VISA, AMERICAN EXPRESS, MASTERCARD, DINERSCLUB, JCB, MAESTRO, EC). Cancellation and prepayment policies vary according to room type. Please check what conditions may apply on your confirmation. The hotel reserves the right to pre-authorize credit cards prior to arrival. Cancellations must be made 48 hours prior to arrival for regular reservations. For special room rates and discount offers such as group reservations, different policies and cancellation fees may apply.

Children and extra beds

FREE! Up to two children from 0 to 6 years stay free of charge for extra beds. One child from 6 to 12 years stays free of charge in an extra bed. One additional child from 6 to 12 years is charged CHF 35 per person per night when using existing beds. The maximum number of extra beds in a room is 2. Any type of extra bed or crib is upon request and needs to be confirmed by management. Additional fees are not calculated automatically in the total cost and will have to be paid for separately during your stay.

Pets

Pets are allowed until 12 kilograms. Charges of CHF 25 per night for each pet will be charged.

Groups

When booking more than 4 rooms, different policies and additional supplements may apply.

Not included in the price

Not included CHF 2.50 city tax per person per night.

We guarantee

Secure booking We protect your data during the booking process.

Your personal data is protected Your details will only be used to guarantee your reservation.

No credit card fees Credit and debit card fees are not charged to you.

Facilities

View	City view, Garden view.
Outdoors	Garden, Terrace.
Activities	Library, Business Center, Newspapers.
Media & Technology	Flatscreen-TV, Satellite channels, Cable channels, Radio, Telephone.
Food & Drink	Restaurant (à la carte), Bar, Breakfast, Breakfast in the room, Minibar.
Internet	FREE! Wi-Fi is available in all areas and is free of charge.
Parking	Public parking is available at a location nearby (reservation is not possible) and charges may apply.
Services	24-Hour Front Desk, Room Service, Baggage Storage, Business Center, Laundry, Dry Cleaning, Ironing Service, Shoeshine, Car Rental, Tour Desk, Fax/Photocopying, Ticket Service, Concierge Service, Shuttle Service (Surcharge), Airport Shuttle (Surcharge), Shared Lounge/TV Area, Daily Maid Service, Wake-up service.
General	All rooms are Non smoking, Elevator, Safe, Soundproof Rooms, Heating, Fresh air supply, Hypoallergenic room available, All Spaces Non-Smoking (Public and Private, excluding Bar, Terrace).
Languages spoken	German, English, French, Spanish, Italian.
Languages of correspondence	German, English.

House rules and additional provisions

Validity	The terms of the rules of the house are valid unconfined to all visitors and hotel guests. Modifications of the house rules may apply everytime. They will be communicated before check in or visible online (www.hotel-wellenberg.ch).
Non smoking hotel	The hotel Wellenberg is a non smoking hotel. Smoking is prohibited in all public and private areas (with the exception terrasse and bar). In case of disregarding the hotel reserve the right to charge CHF 500.00 to the given credit card and to relegate the guest of the hotel without substitution where necessary.
No-Show	In the event of a no-show (i.e. if you neither use nor cancel your reservation), a fee equivalent to the value of the entire stay will be levied.

Refunds	Refunds due to cancellation of your stay prior to travel will be processed upon notification (or after return of documents if applicable) and are subject to applicable cancellation charges assessed by Hotel Wellenberg, Zurich. Please note that refunds can only be made for reservations, which you have completed directly with the Hotel Wellenberg.
Property damage and liability	Guests are liable for damage or excessive soiling which they intentionally or unintentionally the cause entrusted to them - such as its economic consequences. Compensation payments are to be made immediately.
Payment	Open accounts, consumptions addition, arrangements and any additional fees and charges must be paid on the day of departure. Due to the money laundering act, max. CHF 10'000.00 p. person are accepted in cash for the payment of the invoice.
Prices	Price and fee changes are reserved anytime.

Website Disclaimer

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Security	The disclosure of sensitive data is at your own risk.

Limitation of Liability

You understand and agree that we are not liable for any indirect, incidental, special, consequential, exemplary, or punitive damages, including, but not limited to, any loss of use, loss of profits, loss of data, loss of goodwill, cost of procurement of substitute services, or any other indirect, incidental, special, consequential, exemplary or punitive damages, howsoever caused, and on any theory of liability, whether for breach of contract, tort (including negligence and strict liability), or otherwise resulting from: (1) the use of, or the inability to use, our site and/or services, (2) the cost of procurement of substitute services and goods, (3) unauthorized access to or alteration of your transmissions or data, (4) the statements or conduct of any third party on our site, (5) reliance on content or postings on our site, or (6) any other matter relating to our site or our services. These limitations will apply whether or not we have been advised of the possibility of such damages and notwithstanding any failure of essential purpose of any limited remedy. Except as required by the indemnity provisions herein, in no event will our direct liability hereunder exceed the actual total amount received by us from you to access the site and/or the services. Some jurisdictions do not allow the limitation or exclusion of liability for indirect, incidental, special, consequential, exemplary or punitive damages, so some of the above limitations may not apply to you.