



Terms of payment and cancellation

Deposit | A deposit of 30% of the booking amount is due at the time of booking.

- Online Booking | Amount is booked with an accept credit card or twint.
- Creditor is the Brügger HTB GmbH.
- In the case of telephone bookings, the deposit will be charged manually to your credit card or by sending a payment link. The reservation is valid from receipt of the deposit on our account.

Cancellation | Reservations can be rebooked free of charge up to 7 days before the day of arrival.

- Cancellations up to 7 days before arrival will be refunded the amount paid minus a processing fee of CHF 50.00.
- If the amount paid is less than CHF 50.00, the amount actually paid will be retained.
- Rebooking less than 7 days before arrival is possible, but no refund of the deposit is possible in the event of cancellation.
- If canceled less than 7 days before arrival, the full amount paid will be charged.
- After arrival, the **total amount of the confirmed reservation** will be charged. Late arrivals or early departures cannot be charged. This regulation applies in all cases.

We recommend the purchase of cancellation insurance.

Information and General Terms and Conditions at Hotel Frutigresort

1 Hotel

The hotel is part of the Frutigresort. The Frutigresort is owned by Brügger HTB GmbH, based at Schwandistrasse 10 in 3714 Frutigen.

2 Use of the rooms on the ground floor

2.1 Gruppensaal and Säali

These rooms are intended as dining and recreation rooms for groups and can be reserved at reception. Infrastructure: TV with HDMI connection and flipchart.

2.2 Restaurant BEMATO

The restaurant is open to the public and is also frequented by guests who are not staying at the hotel. Table reservations in the restaurant are possible.

2.3 Terrace in front of the restaurant

Like the restaurant, the terrace is also open to the public.

2.4 Consumption

The consumption of food and drink brought into the dining and recreation rooms and on the terrace is prohibited.

3 Catering

The buffet times are as follows:

Breakfast 07:00 and 10:30

Lunch 11:30 - 13:30 | Sat. & Sun. 14.00

Dinner 18:00 - 20:00 | Fri. & Sat. 21.00

All meals are served at our self-service buffet.

4 Use of the sports facilities

The booked and chargeable sports facilities are paid for on site or can be invoiced on our final invoice.

4.1 Artificial soccer field

Artificial soccer field (18x30m) with junior football goals are available to overnight guests free of charge. Reservations can be made free of charge with the property management.

4.2 Bouncy castle

The bouncy castle may be used free of charge. However, no liability is assumed for its use.

4.3 Table tennis

Three table tennis tables are available on the forecourt and in the basement of the holiday resort. Only a small number of bats and balls are available. Please bring your own bats and balls.

4.4 Climbing tower

Activities on the climbing tower can be booked at discounted prices for our overnight guests.

4.5 Mini golf course

Open daily from 08:00 to 18:00. Guests of the Frutigresort receive a discount.

4.6 Indoor and outdoor pool

Use is free of charge for our overnight guests.

4.7 Beach volleyball courts

The fields are available free of charge to overnight guests of the Frutigresort during the opening hours of the outdoor pool.

4.8 Tennis courts at Frutigen Tennis Club

The tennis courts can be booked at reception. A small number of rackets and balls are available.

4.9 Pumptrack

Use of the pump track is free of charge. Bikes can be hired at the Frutigen sports centre or at the climbing tower.

4.10 Storage / drying room

A storage room for bicycles / skis / sports equipment is available in the basement. No liability is accepted for equipment.

4.11 Further information

The Tourist Center Frutigen, Tel. 033 671 14 21, will be happy to help you organise excursions or bad weather programmes.

5 Arrival, car parks

5.1 Public transport

Arrival at Frutigen railway station, take the bus in the direction of Kander-steg, get off at Tropenhaus. Or walk through the subway in the direction of Tropenhaus, approx. 10 minutes

5.2 Cars

Reichenbach-Frutigen bypass, exit "Frutigen Nord / Tropenhaus", turn right. Sign for the sports centre, turn right immediately after the bridge. Sportweg 5, 3714 Frutigen

A limited number of parking spaces are available directly at the Frutigresort. Parking spaces for overnight guests cost CHF 5.00 per space per day.

6 General rules

Bracelets | Resort Wristband to be worn during the whole stay.

Quiet time | 22.00 - 6.00 hrs. From 22:00 o'clock room volume.

Pets | Pets are not permitted in the Frutigresort hotel

Smoking | Smoking is prohibited throughout the hotel, please use the ashtrays.

Damage | Damage to the house or the infrastructure will be charged.



7 Check-in and Check-out

7.1 Check-in

possible from 15:00 - 18:00. Arrival after 18:00 is possible after consultation.

7.2 Check-out

possible until 11:00 am.

8 Lost property

Found objects are kept for one year. After this retention period, items of clothing are placed in the used clothing collection and the other found items are disposed of properly.

9 Payment conditions

Deposit | A deposit of 30% of the booking amount is due at the time of booking

10 Data protection

With your booking, you authorise the Frutigresort to store and use your personal data within the scope of the services (administrative processing, statistical analysis, marketing, development of new services) and, if necessary, to pass it on to third parties with whom it works together to provide the best possible service (e.g. tourism organisation).

When processing guest data, the Frutigresort undertakes to act in accordance with the new Data Protection Act (revDSG). Every guest is granted the right to access their own data at any time.

Requests for the deletion, authorisation and disclosure of data will be complied with in all cases, taking into account the legal requirements.

11 Cancellation

Reservations can be rebooked free of charge up to 7 days before the day of arrival. For cancellations up to 7 days before arrival, the amount paid minus a processing fee of CHF 50.00 will be refunded.

Rebooking less than 7 days before arrival is possible, but no refund (30% of the deposit) is possible in the event of cancellation.

For cancellations less than 7 days before arrival, the full amount paid will be charged.

After arrival, the **total amount of the confirmed reservation** will be charged. Late arrivals or early departures cannot be charged. This rule applies in all cases. We recommend that you take out travel cancellation insurance.

Frutigen 23.01.2024

Frutigresort

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