



## **Panorama Resort & Spa**

FEUSISBERG

### GENERAL RESERVATION CONDITIONS

#### **Reservation**

All bookings must be guaranteed with a credit card, which will only be charged in the event of a short-term cancellation. On departure you are welcome to pay in cash, with EC Maestro or by credit card.

Please let us know your arrival time in advance so that your treatment appointments can be booked accordingly. On arrival you will receive an appointment card with an overview of the treatments booked.

#### **Check-in / check-out**

The room is available from 2 p.m. The check-out time is 12 noon. Depending on availability, you can move into your room earlier or leave later. Please contact our reception staff.

The Akari Spa can be used from 10 a.m. on the day of arrival and until 2 p.m. on the day of departure (longer if available).

#### **Cancellation conditions**

Please let us know as early as possible if you cannot make your reservation. In the case of very short-term cancellations up to 3 days before the day of arrival, we allow ourselves to charge you the amount for the first night of the booked arrangement and the reserved treatments for the first day.

Day spas and after-work wellness stays can be canceled free of charge up to 6 p.m. one day in advance.

Treatment appointments at the Akari Spa can be canceled free of charge up to 12 hours before the application. Short-term cancellations must be offset.

Costs that arise from a short-term cancellation will be charged to your credit card.

#### **Appointments for treatments and applications**

We recommend that you reserve treatments in advance. Otherwise the desired treatment may no longer be available.

You will receive the appointments, which are allocated taking into account your specified arrival and departure times, in the form of appointment cards upon your arrival. We consider the specified arrival and departure times to be binding. You should therefore register at least 1 day in advance if your arrival or departure time changes.

We advise you to go to the spa reception about 10 minutes before your treatment. Being late reduces the duration of the treatment and your recovery time.

### **Use of Akari Spa**

Bathrobes and slippers are provided in your room. This allows you to move comfortably from your room to the Akari Spa. Bath towels are provided at the Akari Spa.

In the areas of relaxation & regeneration, baths & pools, and fitness & sport, you can wear a bathing suit or sportswear. The saunas & steam baths area is a nude zone, although you can also keep your bathing clothes on.

Use of the Akari Spa and treatments is at the guest's risk. In the event of health concerns, it is the guest's responsibilities to have a doctor examine them beforehand.

### **Children**

Children under 3 years of age are not allowed in the Akari Spa. Children from 3 to 12 years have only access to the indoor and outdoor pools from 7 a.m. to 12 p.m. Children from the age of 12 can use the indoor and outdoor pools at any time. For safety reasons, all children under 16 years of age are not allowed in the fitness room or the thermal baths and must always be accompanied by an adult.

Children up to 12 years of age who stay in their parents' room are charged at the special price of CHF 50 per night and per child including breakfast buffet.

Children up to a maximum of 3 years who sleep in their parents' bed or in a cot are free of charge, breakfast is included.

In the restaurant, you can choose between a children's plate at CHF 15.- and a children's plate including a dessert at CHF 25.- for your child up to the age of 12.

### **Dress code**

In the Collina and Loy Fah restaurants and in the Mangomoon Bar, a neat appearance is desired from 6 p.m. That means specifically: no sneakers, blouse / shirt (no T-shirts), long trousers or well-groomed jeans and no caps / hats.

**Smoke-free zones**

Smoking is generally not permitted in the hotel. The Panorama Resort & Spa has an unattended smoking room.

**Coupons**

Please note that the services on the voucher require a reservation in advance. Please provide the voucher number in the booking process. Vouchers are valid for 18 months from the date of issue.

**Dogs / pets**

For hygienic reasons, dogs and other pets are not allowed in the entire hotel.

**Security**

We would like to point out that public areas (corridors, reception) are partially video-monitored for your safety.

*Status: January 2021*