

INDIVIDUAL BOOKING CONDITIONS

1. YOUR ARRIVAL AND CHECK-IN

We welcome you at the reception desk from 8 to 12 am and from 1:30 to 6 pm. If you plan to arrive outside these hours, please contact the reception desk at the latest that morning so that we can organise your arrival. The main doors are closed as from 10 pm, 9:30 pm in winter (November to March). Your room key or a digital code access will allow you to get in after those times. Rooms are available as from 3 pm on the day of arrival.

2. BREAKFAST AND MEALS SCHEDULE

The breakfast buffet awaits you between 7:30 and 9 am. Lunch is served at 12:30 am and the evening meal at 6:45 pm.

3. CATERING, BOOKING YOUR MEALS

Our restaurant does not offer “à la carte” meals; our kitchen team prepares a daily three-course meal on prior booking, with an alternative for vegetarians at lunchtime and in the evening; meals are served at the times indicated above. Please inform us of any food intolerance or special diets ahead of time.

If you wish for something to eat on your arrival, please inform us when you make your booking or contact us ahead of time by phone or email. Please note that depending on how full our establishment is, the kitchen might be closed. If that is the case, we will offer you various alternatives.

4. GETTING TO CRÊT-BÉRARD

If you are driving here, our large, free outdoor car park is at your disposal. It is not watched, and the establishment cannot be held liable in the case of theft or damage to a vehicle that is parked there.

For public transport travellers, you can contact us at the latest 24 hours ahead of time to organise our shuttle bus service between Crêt-Bérard and the Puidoux train station. We are happy to pick you up there between 7:30 and 12 am and between 1:30 pm and 5:15 pm. Transport costs CHF 3.-/person. Outside these hours, our partner Mr Pyro from Taxi Chexbres is available to transport you at +41 (0)21 961 94 24 or +41 (0)79 368 79 02. Crêt-Bérard guests benefit from a preferential rate.

5. CANCELLATION CONDITIONS

Cancelling a room booking is possible at no charge until 3 days before the arrival date. In the event of your cancelling less than 3 days before your arrival or for an interrupted stay, the price of the accommodation will be invoiced in full. In the event of an early departure for reasons of force majeure, only the actual stay will be charged.

Bookings made for meals cancelled on the same day will be invoiced to you.

To avoid any misunderstanding, we ask you to send us any cancellation in writing or electronically. Non-cancellable rooms are invoiced at the price agreed when the booking was concluded.

6. GROUP BOOKINGS AND SEMINAR ROOMS

Group bookings (more than 4 rooms) as well as seminar room bookings are covered by a specific contract. Please send your requests directly to info@cret-berard.ch.

7. PRICES AND METHOD OF PAYMENT

Prices result from booking confirmations. Prices are calculated in Swiss francs and include the various taxes. Prices can be modified in the case the customer subsequently wishes to make changes for the booked rooms, the hotel's services or the duration of the stay. The customer undertakes to pay all the costs of the accommodation on departing.

8. MISCELLANEOUS

- Dogs are not allowed in the restaurant. Outdoors, dogs must be kept on a leash. A fixed price of CHF 15.- per night and per dog is charged.
- All our rooms and premises are “no smoking” areas.
- Our property and installations present specific risks (parks and gardens, terraces, slopes, stone walls, etc.); as a consequence of this, children must absolutely be under the supervision and responsibility of an adult at all times. We are not liable for any damage or accident.

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