General Information, Terms and Conditions for Erezsässhütte & Schifer Berghaus Winter

Dear guests, here is a brief guide to our house rules. Please note that we are not hotels as such, but rather huts or lodges situated in the heart of the ski resort and therefore cannot be reached by private vehicle.
By booking and making use of our services, you, as guests, accept the following General Terms and Conditions (GTC).

"We are timeless & simple in the mountains"

Meals as follows:

Breakfast included in half-board:
7.30 am to 9.30 am. Orders placed outside these times will be charged extra!
(Mountain-style, hearty & delicious) For both lodges at the Erezsässhütte.

Lunch: (Please note! Not included in the half-board price!) 11.30 am to 2.30 pm in one of our restaurants. A small selection of snacks is available afterwards until dinner.

Dinner: From 6.15 pm to 7.45 pm. The restaurant closes at 10.30 pm
Dinner is served at both buildings at the Erezsässhütte.

Please let us know in the morning if you have any allergies or food intolerances. We serve either a meat dish or a four-course vegetarian meal.

Internet:

We do not provide internet access in the rooms. However, via the Davos/Klosters mountain railways, you can access the "MountainPublic hotspots", where you can log in free of charge.

Wi-Fi in the Erezsäss Restaurant: **Network:** Beim Franzl Daheim | **Password:** available at reception!

Rooms:

Our rooms are fully equipped with bed linen, towels and everything you need for your stay. Hairdryers can be requested on ask at reception or from the service staff. Standard soaps and shampoos are also provided. A small selection of toiletries is available for purchase at reception. We do not provide slippers or house shoes!

Smoking is strictly prohibited in all rooms!

Quiet hours on the floors begin at 10.00 pm, as other guests and staff also wish to sleep in the buildings.
Exceptions to the quiet hours include celebrations, New Year's Eve or parties at the weekends; in these cases, we ask that you ensure the event ends by 02:00.

Guests wearing ski boots are asked to remove them in the stairwells or ski rooms (there are ski rooms in both huts). At the Erezsässhütte, you are permitted to walk through the kitchen to the restaurant in outdoor shoes. Ski boots can be dried and stored outside the rooms in both huts. In both huts, ski boots may be taken into the rooms provided that all roommates are happy with the odours.

It is advisable to bring a pair of street shoes anyway, as evening meals are served at the Erezsässhütte.

Skis, snowboards, bicycles and other equipment must be stored exclusively in the ski rooms.

Dogs are very welcome for an additional charge. The price depends on the dog's size.

All rooms are kept open at all times, even when guests are absent, and are accessible to flatmates and cleaning staff. We will issue only one key card per room; any additional cards will be provided against a deposit.

We accept no liability in the event of loss or theft! Valuables can be handed in at the reception in Erezsäss in exchange for a receipt.

Sauna, Hot Pot

Due to the high energy costs of electricity and wood, as well as the time required to heat up the facilities, the sauna and hot tub are only open on Fridays from 5.00 pm to 7.00 pm. However, they can be booked exclusively at the same times on other days. The restaurant opening hours for dinner cannot be changed!
Sauna & Hot Pot: CHF 350.– regardless of the number of guests

Bathrobes and additional bath towels are available from reception: CHF 15

Food and drink brought from home:

We do not permit guests to bring their own drinks (alcoholic or non-alcoholic). Similarly, food of any kind, including birthday cakes (unless prior arrangements have been made), is not permitted on our premises. We reserve the right to charge a corkage fee for this.

Booking:

A booking is only confirmed once full payment has been received or an agreed deposit has been paid.
Cancellation policy and refunds prior to arrival: 30 days 100%, 20 days 80%, 15 days 50%, 10 days 0% (standard holiday payment terms). The WEF week in January is excluded!

We recommend taking out travel cancellation insurance.

Please provide us with your full contact details for the registration form and for registration purposes.

Mountain railway cancellations:

We are not liable for cable car cancellations due to wind, storms, etc., as we are not part of the Davos/Klosters mountain railways.

Private parties, birthdays & events (staff required from 23:00)

Based on the information provided by the customer, T&S Entertainment AG / franzl.ch will submit a detailed quotation to the customer regarding staffing services. These will be adjusted to the actual order quantity and invoiced on a time-spent basis in 15-minute increments. Rates are per hour and per staff member from the base location

	Rate Mon–Sat:	**Public holidays & Sundays**
Service management (for fewer than 3 staff members)	CHF 70.00	CHF 80.00
Head chef/grill chef	CHF 59.00	CHF 69.00
Waiter/Griller/Driver/Buffet staff	CHF 49.00	CHF 59.00

Night-time surcharge: CHF 30 per hour from 10.00 pm.

We reserve the right to make changes at any time!

Legal notices/advertising etc.

All information (in particular prices, bookings and online calculations) is provided without guarantee. We cannot guarantee that this information is fully up to date at all times. We reserve the right to amend or update the information on our websites at any time and without prior notice.

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