



General Terms and Conditions (GTC)

Hotel & Restaurant Péz Regina - Nossadunna 1 - CH-7148 Lumbréin GR
Val Lumnezia, Graubünden, Switzerland
and HYDEAWAY ANDIAST – Via Camenisch 6 – CH-7159 Andiast GR
Operated by:
EMOTIONFACTORY GmbH - Via Camenisch 6 - CH-7159 Andiast GR
Version: May 2026
Swiss law shall apply exclusively.

1. Scope

These General Terms and Conditions govern the contractual relationship between Hotel & Restaurant Péz Regina (hereinafter referred to as “the Hotel”) and its guests as well as contractual partners. By making a reservation, the guest accepts these GTC as binding. Any differing terms of the contractual partner shall not become part of the contract.

2. Conclusion of Contract

By making a reservation – regardless of whether directly with the hotel or via a booking platform – a binding accommodation contract is concluded. Group reservations and event bookings become binding once the written confirmation has been issued and the agreed deposit has been received.

The hotel is always entitled to request a deposit or a credit card guarantee. The total amount may be pre-authorised on the credit card provided or a deposit may be requested via bank transfer.

3. Reservation Options

A reservation option explicitly designated as such must be confirmed or released at the latest 30 days before arrival. If the option is not confirmed within this period, the hotel is entitled to release the reserved services. For groups and seminars the deadlines defined in sections 7–10 apply.

4. Prices and Legal Charges

All prices are quoted in Swiss Francs (CHF) including statutory VAT unless otherwise stated. The local tourism and marketing tax amounts to CHF 5.90 per person and per night and will be charged separately unless explicitly included in the price.

Prices remain subject to change at any time.

./2

HOTEL-RESTAURANT PEZ REGINA - Nossadunna 1 – CH-7148 Lumbréin GR - beinvegni@pezregina – pezregina.ch
HYDEAWAY ANDIAST – Via Camenisch 6 – CH-7159 Andiast GR



5. Payment Terms – Individual Reservations

Payment is due upon departure and can be made in cash or by card. Cancellation conditions according to section 8 apply.

6. Payment Terms – Groups

A group reservation is defined as:

- from 3 rooms or 6 persons in the hotel
- from 13 persons in the restaurant

For confirmed reservations a deposit of 50% of the agreed services is required. The reservation is only considered confirmed after receipt of the deposit. If payment is not received within the specified period, the hotel reserves the right to release the reservation. The remaining balance must be paid upon departure or on the day of the event in cash or by card. As a general rule, invoices are not issued for group bookings.

7. Exception – Seminars and Business Events

For seminars and business events a deposit of 50% of the agreed services is also required. The remaining balance will only be invoiced if the booking is made by a public limited company (AG) or a limited liability company (GmbH). Payment upon departure in cash or by card is preferred. Sole proprietorships are strictly excluded from invoicing. Payment term for invoices: 10 days net.

8. Cancellation Policy – Individual Reservations

Cancellations or modifications are free of charge up to 7 days prior to arrival. For cancellations within 7 days before arrival, no-shows or early departures, 100% of the booked stay will be charged. The decisive date is the receipt of the written notification by email at the official contact address of the hotel.

./3

HOTEL-RESTAURANT PEZ REGINA - Nossadunna 1 – CH-7148 Lumbréin GR - beinvegni@pezregina – pezregina.ch
HYDEAWAY ANDIAST – Via Camenisch 6 – CH-7159 Andiastr GR



8a. Payment & Cancellation Policy – Holiday Apartments

The following payment and cancellation conditions apply to the holiday apartments at Hotel Péz Regina and HYDEAWAY ANDIAST:

Payment terms

- 50% of the total amount is due at the time of reservation
- The remaining 50% is due no later than 30 days prior to arrival
- The reservation is only confirmed after receipt of the initial payment

Cancellation policy

- Free cancellation up to 30 days prior to arrival
- 29 to 14 days prior to arrival: 50% of the booked stay will be charged
- From 13 days prior to arrival: 100% of the booked stay will be charged

In case of no-show or early departure, 100% of the booked stay will be charged.

The decisive date is the receipt of the written cancellation via email at the official contact address of the hotel.

Subletting is not permitted.

We recommend taking out travel cancellation insurance.

For the holiday apartments the following additional conditions apply:

- Final cleaning will be charged at a flat rate of CHF 150 per apartment
- In case of extraordinary cleaning due to excessive soiling the hotel reserves the right to charge CHF 190
- The apartment may only be used by the registered guests
- The tenant is liable for damages or extraordinary cleaning required during the stay

9. Cancellation Policy – Group Hotel Reservations

Free cancellation up to 30 days before arrival provided that not all rooms have been booked:

- 29 to 14 days before arrival: 50% of the agreed services
- From 13 days before arrival: 100% of the agreed services

Free cancellation up to 60 days before arrival if all rooms have been booked:

- 60 to 30 days before arrival: 50% of the agreed services
- 30 to 20 days before arrival: 50% of the agreed services
- From 19 days before arrival: 100% of the agreed services

In both cases, adjustments to the number of participants are possible up to 14 days before arrival. After this date, the last confirmed number of persons is binding.

./4

HOTEL-RESTAURANT PEZ REGINA - Nossadunna 1 – CH-7148 Lumbrein GR - beinvegni@pezregina – pezregina.ch
HYDEAWAY ANDIAST – Via Camenisch 6 – CH-7159 Andiastr GR



10. Cancellation Policy – Group Restaurant Reservations

Group reservations apply from 13 persons with a defined menu selection.

- Full cancellation is free of charge up to 7 days before the event
- From 6 days before the event, 100% of the agreed services will be charged
- Adjustments to the number of participants are possible up to 4 days before the event
- From 3 days before the event the last confirmed number of persons is binding; reductions will be charged accordingly
- Increases in the number of guests are subject to availability

11. Room Allocation

Guests are not entitled to a specific room or room number.

If agreed rooms are not available, the hotel will endeavour to provide an equivalent alternative.

12. Subletting

Subletting or re-letting of the provided rooms or premises as well as their use for purposes other than accommodation is not permitted without prior written consent of the hotel.

13. Check-in and Check-out: Hotel Péz Regina Lumbrein & HYDEAWAY ANDIAST:

Check-in: Monday – Sunday from 4:00 pm

Check-out: Monday to Friday until 10:00 am / Saturday & Sunday until 11:00 am

- Early check-in and/or late check-out are only possible upon prior request, subject to availability and for a flat surcharge of CHF 35
- From 1:00 pm on the day of departure, half of the room rate will be charged; the room must be vacated by 3:00 pm at the latest. Otherwise, if available, the full room rate will be charged.

14. Dogs

Dogs are welcome at a charge of CHF 20 per night. Prior notification is required.

./5

HOTEL-RESTAURANT PEZ REGINA - Nossadunna 1 – CH-7148 Lumbrein GR - beinvegni@pezregina – pezregina.ch
HYDEAWAY ANDIAST – Via Camenisch 6 – CH-7159 Andiastr GR



15. Smoking Policy

Hotel Péz Regina and HYDEAWAY ANDIAST is a strictly non-smoking property.

- Smoking is strictly prohibited throughout the entire building, including balconies, for fire safety reasons
 - Smoking is only permitted in front of the building on the street side
 - In case of violation the hotel reserves the right to charge an appropriate cleaning and administrative fee
-

16. Minors

Minors may only stay at the hotel when accompanied by a legal guardian or with written consent from their legal representative.

17. Liability

The hotel shall only be liable within the limits of Swiss law. Guests or event organisers are fully liable for any damages caused by themselves or participants of their event. Use of the parking facilities is at the guest's own risk. The hotel assumes no liability for theft or damage to vehicles unless caused by gross negligence or intent.

18. Force Majeure and Withdrawal by the Hotel

If the hotel cannot provide its services due to force majeure or unforeseen circumstances, no claims for damages may be made. Force majeure includes but is not limited to natural events, extreme weather conditions, power failures, official orders or road closures.

The hotel is also entitled to withdraw from the contract for justified reasons, particularly in the case of payment default, false information provided by the guest or significant disruption of hotel operations.

19. House Rules

Quiet hours apply from 10:00 pm to 7:00 am.

Guests are expected to behave respectfully towards other guests, employees and neighbours. In case of serious violations, the hotel reserves the right to terminate the stay without refund.

./6

HOTEL-RESTAURANT PEZ REGINA - Nossadunna 1 – CH-7148 Lumbréin GR - beinvegni@pezregina – pezregina.ch
HYDEAWAY ANDIAST – Via Camenisch 6 – CH-7159 Andiastr GR



20. Events

For events the following additional provisions apply:

- Reservations become binding only upon signed confirmation and receipt of the deposit
 - The hotel reserves the right to change rooms provided this is reasonable for the organizer
 - Decorations or structural changes require prior written approval
 - The organiser is fully liable for damages caused by participants, service providers or third parties
-

21. Data Protection

Personal data will be processed exclusively in accordance with applicable legal regulations.

22. Severability Clause

Should any provision of these GTC become invalid or unenforceable in whole or in part, the validity of the remaining provisions shall remain unaffected. The invalid provision shall be replaced by a provision that comes closest to the economic purpose of the original provision.

23. Place of Jurisdiction

The place of jurisdiction for all disputes is Ilanz, Canton of Graubünden, Switzerland, unless mandatory legal provisions provide otherwise.

Swiss law shall apply exclusively.

HOTEL-RESTAURANT PEZ REGINA & HYDEAWAY ANDIAST
operated by EMOTIONFACTORY GmbH

HOTEL-RESTAURANT PEZ REGINA - Nossadunna 1 – CH-7148 Lumbrin GR - beinvegni@pezregina – pezregina.ch
HYDEAWAY ANDIAST – Via Camenisch 6 – CH-7159 Andiastr GR