

Conditions / General Terms and Conditions

B&B Hotel Peter and Paul, Willisau

1. Booking / Guaranteed Reservation

For all direct reservations (email, phone & hotel website) with B&B Hotel Peter and Paul, no credit card or advance payment is required. The cancellation policies agreed upon at the time of reservation apply. The entire booking amount must be paid upon arrival. Cash payment is only possible by prior arrangement.

2. Check-in / check-out time

The room is available on the day of arrival from 3:00 pm. We kindly ask you to vacate your room on the day of departure by 11:00 am. Individual check-in and check-out times can be arranged in advance for groups.

3. Early Arrival and Late Departure

If you arrive early in the day and wish to check in immediately, we recommend reserving the night before. Otherwise, you can make a request to the hotel for early arrival or late departure.

4. Anytime self-check-in/-out

Check-in and check-out at B&B Hotel Peter and Paul are simple and fast. A self-check-in machine is located in front of the hotel entrance. By entering your personal reservation number, you can access the check-in screen on the machine. Payment can be made on-site with Maestro Card, TWINT, Postcard, and credit card. After completing the check-in process at the machine, the room key card is automatically dispensed. In case of any issues, assistance is available through our 24-hour hotline.

5. Children

Children up to 4 years old stay free in the parents' bed (including breakfast). Children from 4 to 12 years old are charged CHF 15 without breakfast and CHF 21 with breakfast per night. Teenagers aged 12 and above are charged as adults. Please reserve a baby cot by phone or email at least 24 hours before arrival - price: CHF 15 per stay.

6. Parking

Free outdoor parking spaces are available to our guests, as well as a limited number in the underground garage. The garage can be opened with the room card. No parking reservations are possible. Please note that the hotel cannot be held responsible for any parking damages to vehicles.

7. Pets

Pets are welcome (by prior arrangement only). We charge CHF 15 per pet per night for cleaning. Bringing your own dog bed or blanket is required. Bringing the pet to breakfast and in the common area is not allowed. The owner is responsible for any damages and dirt to linen and infrastructure.

8. Non-Smoking

Smoking in rooms and throughout the hotel is strictly prohibited. According to Swiss legislation, smoking is generally prohibited in hotels.



9. Cancellation Policy

Individual reservations up to 6 rooms

Rooms can be cancelled free of charge up to 48 hours before arrival. In case of a later cancellation, we reserve the right to charge 100% of the booked services. Special cancellation conditions for groups will be specified in the group confirmation.

Group reservations of 7 rooms or more

60-40 days before arrival, 80% of reserved rooms can be cancelled free of charge

39-30 days before arrival, 60% of reserved rooms can be cancelled free of charge

29-20 days before arrival, 40% of reserved rooms can be cancelled free of charge

19-6 days before arrival, 20% of reserved rooms can be cancelled free of charge

5-0 days before arrival, 0% of reserved rooms can be cancelled free of charge

Please contact us for individual cancellation conditions.

10. Conclusion of Contract

The conclusion of the contract is governed by the provisions of Swiss contract law. A reservation is considered confirmed when the guest receives a written confirmation from B&B Hotel Peter and Paul.

We reserve the right to settle cancellation costs directly with the credit card provided for guarantee or to issue an invoice.

11. Fire Safety & Non-Smoking

Fire safety regulations must be strictly adhered to throughout the building. The use of kettles, mini ovens, toasters, immersion heaters, electric irons, and similar devices not part of the room's equipment are strictly prohibited due to fire safety regulations. Attempting to deliberately disable smoke detectors will result in a penalty of at least CHF 200 per room or possibly higher technician costs. In case of triggering a fire alarm, charges of at least CHF 200 or the possible costs of the fire brigade (at least CHF 1,500) will be billed to the responsible party. Illegally parked vehicles will be towed at the vehicle owner's expense for fire safety reasons.

12. Security, Video Surveillance

The entrance door on the ground floor and on the 2nd floor is video-monitored for your security.

13. Prices / Payment Methods

Prices are determined by the contract or the underlying price list. Our prices are in CHF and include service, taxes, and VAT. We accept the following payment methods: Maestro Card, TWINT, Postcard, Master Card, and Visa. The following bank account is available:

Account Holder: B&B Willisau AG

Bank: Valiant Bank AG, 6130 Willisau, IBAN: CH92 0630 0503 3119 8467 7

14. Hotel Liability

The hotel is liable for guests' belongings in accordance with legal provisions. Liability for slight negligence is expressly waived. If the guest incurs damage or is dissatisfied with the hotel's services, it must be reported to the hotel immediately, otherwise, no rights can be asserted. If the hotel fails to provide the agreed-upon hotel room(s), it is liable to the guest for the damage incurred, if proven. If the hotel is unable to provide the reserved room(s) upon arrival, it will arrange equivalent alternative accommodation in another hotel and cover all additional transportation costs exceeding the original contract prices. All claims against the hotel generally expire 6 months after departure unless mandatory legal provisions provide for longer periods. B&B Hotel Peter & Paul Hotel disclaims all responsibility for theft or damage.



Bed & Breakfast Hotel Peter und Paul

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15. Additional Provisions

Organisers whose ideas or planned events are illegal or violate the criminal law on racism or established social values will be refused the reservation and use of the premises.

16. Final Provisions

Changes or additions to the contract or the confirmation of reservation are made in writing whenever possible. Unilateral changes or additions are ineffective. By signing the contract/reservation confirmation or online booking or confirming a booking unilaterally, you accept these General Terms and Conditions. This contract is exclusively subject to Swiss law. The parties agree to Willisau in the canton of Lucerne, Switzerland, as the exclusive place of jurisdiction.

Willisau, January 2024



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