



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.

The Panorama Resort & Spa reserves the right to verify the card details provided during booking through a pre-authorization process. The account will not be charged; this is simply to check if the card is valid and has sufficient funds to cover the cost of the hotel reservation.

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. **Check-in must be completed by 12:00 am (midnight); a later check-in is not possible for safety reasons.** 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 2 p.m. on the day of arrival and until 2 p.m. on the day of departure (longer if available).

Cancellation conditions

Please inform us as early as possible if you cannot honor your reservation. Our current cancellation policy is as follows:

For hotel rooms, you can cancel free of charge up to 24 hours before arrival. For very last-minute cancellations, we reserve the right to charge you for the first night of the booked arrangement and the reserved treatments for the first day.

For New Year's Eve, a free cancellation is possible up to 10 days before arrival.



Day spa stays can be cancelled free of charge up to 12 hours before arrival.

Treatment appointments at the Akari Spa can be cancelled 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.



Supervision / Child and Youth Regulations

Children under 4 years: No access to Akari Spa.

4 to 12 years: Access to the indoor and outdoor pool from 7 AM to 12 PM.

13 to 16 years: Regular access to the indoor and outdoor pool.

Youth under 14 years: No access to the fitness area, except when accompanied by an adult.

Youth under 16 years: No access to the sauna world, except when accompanied by an adult.

For children staying in the parents room, we charge the following special rates per night per child, including breakfast buffet:

- 5 to 12 years: CHF 50
- 12 to 16 years: CHF 150
- Over 16 years: CHF 200

Children up to and including 4 years old who stay in the parents' bed or in a baby crib stay free of charge, breakfast included.

Dress code

In the Collina and Loy Fah restaurants and in the Mangomoon Sky 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 not permitted anywhere in the hotel. All hotel rooms and public areas are non-smoking zones. Smoking is also prohibited in the rooms, including at the window or on the balcony. A designated, unattended smoking room is available in the gallery. In case of violation, a cleaning fee of CHF 150.- will be charged.

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: November 2025