



## Cancellation: terms and conditions

### Short-term rentals (1 - 28 nights)

Full refund for cancellation made within 48 hours of booking for stays beginning at least 14 days after the date upon which the booking was made. Refund of 50% on cancellation 7 or more days before the first day of the stay. No refunds on cancellation made 7 or fewer days before the start of the stay.

- Bookings are considered effective once a reservation request by the renter has been accepted by Secret de Rive via an email confirmation and the full price of the booking has been transferred by the renter to Secret de Rive's bank account.
- Bookings are deemed cancelled once an email notifying Secret de Rive of the cancellation request has been sent to the following email address: [welcome@secretderive.ch](mailto:welcome@secretderive.ch).

### Long-term rentals (more than 28 nights)

First month's rent non-refundable: 30 days' notice on cancellation

- Bookings are considered valid once a reservation request by the renter has been accepted by Secret de Rive via an email confirmation and the full price of the booking has been transferred by the renter to Secret de Rive's bank account.
- Bookings are deemed cancelled once an email notifying Secret de Rive of the cancellation request has been sent to the following email address: [welcome@secretderive.ch](mailto:welcome@secretderive.ch).

### Rental agreement

Once a rental agreement is signed by the two parties, the cancellation terms and conditions in that agreement prevail.

For any question, please contact us : [welcome@secretderive.ch](mailto:welcome@secretderive.ch)