

## ***CANCELLATION POLICY 2020/2021***

### **MUTUAL TRUST IS THE KEY TO SUCCESS**

Therefore, we have modified our cancellation conditions *for all stays between November 2020 and April 2021* and will continue to handle them with flexibility.

The cancellation conditions automatically apply to already made bookings.

- Arrival 11.02.2021-12.02.2021; Cancellation free of charge up to 2 days before arrival
- Arrival 13.02.2021-19.02.2021; Cancellation free of charge up to 7 days before arrival
- Arrival 20.02.2021-26.03.2021; Cancellation free of charge up to 2 days before arrival
- Arrival 27.03.2021-03.04.2021; Cancellation free of charge up to 7 days before arrival
- Arrival 04.04.2021-17.04.2021; Cancellation free of charge up to 2 days before arrival

*Outside the above mentioned periods and therefore valid for all stays starting from November 2021:*

Pursuant to § 18 (1) no. 10 FAGG (Act on Distance Contracts and Off-Premises Contracts), there is no right of cancellation for this conclusion of contract pursuant to § 11 FAGG. A withdrawal by the contracting partner is therefore exclusively governed by the following paragraphs.

The accommodation contract may be terminated by a unilateral declaration by the contracting party without payment of a cancellation fee up to 3 months before the agreed arrival date of the guest.

Outside the period specified in the previous paragraph, withdrawal based on a unilateral declaration by the contracting party shall be possible only with payment of the following cancellation fees:

- up to 1 month prior to arrival: 40% of the total agreed price;
- up to 1 week prior to arrival: 70% of the total agreed price;
- less than 1 week prior to arrival: 90% of the total agreed price.