

## ***CANCELLATION POLICY***

**For the winter season 2022/23 the conditions below apply according to the day of arrival as follows:**

- Arrival 01.12.2022 up to and including 22.12.2022
- Arrival 07.01.2023 up to and including 27.01.2023
- Arrival 04.03.2023 up to and including 29.03.2023
- Arrival 14.04.2023 up to and including 22.04.2023
  - up to and including 28 days before the date of arrival: cancellation free of charge
  - 27 days to 8 days prior to the date of arrival: 75% of the arrangement price
  - within the last 7 days before the day of arrival: 100% of the arrangement price
- Arrival 23.12.2022 up to and including 06.01.2023
- Arrival 28.01.2023 up to and including 03.03.2023
- Arrival 30.03.2023 up to and including 13.04.2023
  - up to and including 42 days before the date of arrival: cancellation free of charge
  - 41 days to 28 days before the date of arrival: 50% of the arrangement price
  - 27 days to 8 days before the date of arrival: 75% of the arrangement price
  - within the last 7 days before the date of arrival: 100% of the arrangement price

*The above conditions also automatically apply to all bookings made before the adjustment of the cancellation conditions (07/22).*

**For the winter season 2023/24 the conditions below apply according to the day of arrival as follows:**

- Arrival 01.12.2023 up to and including 22.12.2023
- Arrival 13.01.2024 up to and including 26.01.2024
- Arrival 02.03.2024 up to and including 15.03.2024
- Arrival 13.04.2024 up to and including 20.04.2024
  - up to and including 28 days before the date of arrival: cancellation free of charge
  - 27 days to 8 days prior to the date of arrival: 75% of the arrangement price
  - within the last 7 days before the day of arrival: 100% of the arrangement price
- Arrival 23.12.2023 up to and including 12.01.2024
- Arrival 27.01.2024 up to and including 01.03.2024
- Arrival 16.03.2024 up to and including 12.04.2024

- up to and including 42 days before the date of arrival: cancellation free of charge
- 41 days to 28 days before the date of arrival: 50% of the arrangement price
- 27 days to 8 days before the date of arrival: 75% of the arrangement price
- within the last 7 days before the date of arrival: 100% of the arrangement price

*The above conditions also automatically apply to all bookings made before the adjustment of the cancellation conditions (02/23).*

***Apart from the above-mentioned periods, the regular terms and conditions will apply as follows:***

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.

**EXCEPTION:** If you have booked our Non Refundable Rate, it is not cancellable or changeable. In case of cancellation or no-show, 100% of the cost will be retained.