

Cancellation policy Hotel Schütterhof

Due to the current situation (Covid-19), we have revised our cancellation guidelines for bookings directly in the hotel or via schuetterhof.com. The following cancellation policy is valid for the period between the 3rd of December, 2021 and the 18th of April, 2022.



Before your arrival

1. Cancellation free of charge up to 14 days before your arrival without a reason.
2. Cancellation free of charge up to the day of your arrival:
 - a. You are tested positive for COVID-19
 - b. You have symptoms of COVID-19
 - c. A close relative or a person living in the same household has COVID-19 and your presence is urgently required.
 - d. You are placed under officially ordered quarantine.
 - e. A travel warning for the region of Schladming-Dachstein is issued in your home country or the Austrian "Corona traffic light" is red for our region (<https://corona-ampel.gv.at/karte/>).
 - f. You would have to stay in quarantine in your home country after your return.

During your stay

3. If you get sick during your stay at Hotel Schütterhof and want to leave, we will only charge you and your companion / family the spent nights.
4. If you want to leave earlier because you would unpredictably have to stay in quarantine in your home country, we will only charge you and your companion / family the spent nights.
5. In the very unlikely event that your vacation is involuntarily extended for corona-reasons (e.g. illness, quarantine) and we have the appropriate capacity free, we will reduce the price to 1/3 for the period of your involuntary vacation extension.

Deposit payments

6. You will receive your full deposit back if you cancel for a reason pointed out in 1. and 2. (a to g), unless you want a credit for a later stay.
7. If you cancel for other reasons less than 14 days before your arrival, we will keep your deposit (€ 200.00 / p. Room or € 400.00 p. Family room / junior suite). You will not have to pay any further cancellation costs to us.

Verifications

8. A medical or official confirmation is sufficient to prove the reasons listed in 2. a - e.
9. To prove 3, every medically confirmed, unforeseen illness that occurs during your stay is sufficient.

Insurance

10. If you want to insure yourself for further risks, we recommend the European travel insurance (you can find a link on schuetterhof.com)
Please note: For bookings via other travel portals and travel agencies (e.g. Booking.com etc.) these cancellation guidelines do not apply, but the cancellation guidelines published there.