

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 3.12.2021 and 18.04.2022.



1. Before your arrival

1.1. Cancellations without a covid-19 related reason

- You can cancel **free of charge up to 21 days** before your arrival.
- If you cancel **20 to 4 days before your arrival, you will have to pay 50%** of the booked offer.
- If you cancel **3-0 days before your arrival, you will have to pay 100%** of the booked offer (minus EUR 20 per adult / day for meals).
- In the event of **no-show or early departure, you will have to pay 100%** of the booked offer (minus EUR 20 per adult / day for meals).

1.2. Cancellations with a covid-19 related reason

Cancellation free of charge up to the day of your arrival, if ...

- you are tested positive for COVID-19.
- you have symptoms of COVID-19.
- a close relative or a person living in the same household has COVID-19 and your presence is urgently required.
- you are placed under officially ordered quarantine.
- 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/>).
- you would have to stay in quarantine in your home country after your return.

2. During your stay

- 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.
- If you want to leave earlier, because you would have to stay in quarantine in your home country, we will only charge you and your companion / family the spent nights.
- In the very unlikely event that your vacation is involuntarily extended for covid-19 related reason (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.

3. Deposit payments

- You will receive your deposit back in full if your cancellation is free of charge unless you wish to receive a credit for a later stay.

4. Verifications

- To prove the reasons under point 1.2. and 2. a medical / official confirmation is sufficient.
- For the listed reasons in Point 2 every medically confirmation is sufficient.

3. Insurance

- 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.