

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](https://www.schuetterhof.com)**. The following cancellation policy is valid for the period between the 1st of December, 2020 and the 10th of April, 2021.



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 unforeseen 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 f), 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 doctor's certificate/official confirmation is required to prove the reasons listed in 2. a - d.
9. 3 requires a doctor's certificate to the effect.

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](https://www.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.