

# 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://schuetterhof.com)**. The following cancellation policy is valid for the period between the 6<sup>th</sup> of May, 2021 and the 3<sup>rd</sup> of December, 2021.



## Before your arrival

1. **Cancellation free of charge up to 7 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 7 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](https://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.**