



CANCELLATION FEES & GENERAL INFORMATION

CANCELLATIONS

Room cancellations are only valid in writing.

Cancellations up to 30 days before arrival will incur no cancellation penalty charge.

Cancellations made from 29 days till 15 days before arrival will incur a charge of 70% of the total bill.

Cancellations made 14 days till 1 one day before arrival will incur a charge of 90% of the total bill.

No-Show or cancellation at the day of arrival will be charge with 100%

CANCELLATION INSURANCE

We suggest that you take out a travel cancellation insurance policy

You can easy conclude an insurance online here: <https://start.europaeische.at/index.php?key=hsp-en&AGN=10012288>

Corona pandemic: The information on the corona pandemic and the insurance coverage you'll find here: <https://www.europaeische.at/en/service/travelmagazine/article/information-zum-neuartigen-coronavirus-covid-19-und-zur-stornoversicherung/>

Further to that, a lot of credit card institutes offer cancellation insurances automatically. Please check with your loan provider.

ADDITIONAL SURCHARGES

Christmas (24 December): € 40,- per adult (from 16 years), € 20,00 per child (from 4 to 15 years old)

New Year's Eve (31 December): € 100,- per person (from 16 years), € 50,00 per child (from 4 to 15 years old)

- special New Year's Eve party at our Putt-In Bar with fireworks, Drinks included-

The surcharges are obligatory.

ARRIVAL:

In Austria, winter tires are mandatory from 01.11. to 15.04.

The last kilometres up to Hochgurgl will be cleared of snow, but in case of heavy snowfall chains are necessary. The road from Italian side (Timmelsjoch) up to Hochgurgl is closed during winter.

-Check-in: rooms will be ready from 2:00 pm

-Check-out: please check out of your room by 10:00 am



REDUCTION

For a booking without dinner the reduction will be € 15,- per person (from 4 years) For a booking without breakfast the reduction will be € 15,- per person (from 4 years)

DOGS

Dogs are welcome: we charge € 18,- per day (no food)

DEPOSIT

We charge 30% of the total price as deposit.

Please give us your credit card number with expire date and security code and we will deduct the deposit.

Accepted credit cards: Visa / Master Card / Diners Club

(we like to receive your credit card details via link in the booking confirmation, by fax or by telephone, please)

If you prefer bank transfer, please use the details in the footer and note your name and the travel date.

-Please note, that there will be additional charges for transfers from a Swiss bank account.-

