

Cancellation conditions conceived in partnership

Due to the current situation, which - for you as a guest and for us as a host - does not make holiday preparations easy, we have adjusted our cancellation conditions. This means that you can continue to plan your vacation well and safely.

Low and mid season

05.12. - 25.12.2020, 09.01. - 22.01.2021, 20.03. - 26.03.2021, 03.04. – 10.04.2021

If you cancel up to 14 days before departure, no cancellation fees are due.

You will receive your deposit for your next stay credited or - upon express request - we will transfer the deposit back to you.

In the event of cancellation between 14 days and 7 days before the start of the trip, the cancellation fee is 40% of the travel price.

For cancellations from 7 days to 1 day before the start of the trip, the cancellation fee is 80% of the travel price.

peak season

26.12.2020 - 08.01.2021, 23.01. - 19.03.2021, 27.03. – 02.04.2021

If you cancel up to 4 weeks before departure, no cancellation fees are due. You will receive your deposit for your next stay credited or - at your express request - we will transfer the deposit back to you.

For cancellations from 4 weeks to 7 days before the start of the trip, the cancellation fee is 60% of the travel price.

For cancellations from 1 week to 1 day before the start of the trip, the cancellation fee is 80% of the travel price.

COVID-19 - special regulation

Free cancellation up to 2 days before arrival is possible, if one of the following reasons applies:

- There is a travel warning for the federal state of Carinthia.
- The Hermagor district is set to "red" on the AGES Corona traffic light.
- Due to COVID-19, skiing is not possible on Nassfeld.
- You yourself have tested positive for COVID-19 (a positive test result must be submitted on the day of diagnosis)

Further regulations

In the case of no-show, unused rooms or early departure, 100% of the total amount will be charged.

In case of a cancellation, we allow ourselves to withhold a processing and administration fee of € 20.00 for the processing and possible return of the deposit.

If one of the above cancellation rules is not applicable, the cancellation conditions according to the Austrian hotel and contract conditions apply.