

rosanna

CHALET

General Terms and Conditions Chalet ROSANNA

If no other agreement is in place, our house apply to the [General Terms and Conditions of business for the Austrian Hotel Industry AGBH 2006](#) with modification of the cancellation policy §5 Chap. §5.5 and §5.6.

Cancellation policy of Chalet ROSANNA

Things do not always turn out as expected, so sometimes a booked holiday has to be cancelled or terminated. There is no right of withdrawal according to § 18 Chap. 1 Z. 10 for distance and off premises contracts, instead the following cancellation rules apply:

booked stay between 01st November and 30th April

- you may cancel your booking without charge up to 60 days prior to your arrival
- 60 days up to 30 days prior to your arrival: a fee of 40% of the booking amount applies
- 30 days up to 7 days prior arrival: a fee of 70% of the booking amount applies
- 7 days up to 1 day prior arrival: a fee of 90% of the booking amount applies
- In case of later arrival and/or earlier departure or a No-Show we will charge 90% of the total booking amount.
- A deposit (money transfer) of 40% of the reserved stay is required at the time of booking to guarantee reservations.

booked stay between 01st Mai and 31st Oktober

- you may cancel your booking without charge up to 7 days prior to your arrival
- 7 days up to 1 day prior to your arrival: a fee of 100% of the booking amount applies
- In case of later arrival and/or earlier departure or a No-Show we will charge the total booking amount.
- A deposit(money transfer) of 40% of the reserved stay is required at the time of booking to guarantee reservations.

If you cannot arrive - because the borders are closed, St. Anton cannot be reached or your home town / town is in "lockdown", you can cancel free of charge up to the day of arrival.

If a travel warning for our region applies in your country, which concerns your travel period, and you have to be in quarantine after your departure, you can cancel free of charge!

However, **if our accommodation can be reached**, but you do not want to travel due to the current situation, you will be charged the above mentioned cancellation costs, unless it is a suspected corona case or a confirmed case on your part or in the family etc., this would then be again insured in the trip cancellation insurance. Please get in contact about this with your travel insurance!

What if something comes up?

To spare unnecessary expenses and anger on fees for cancellation or termination we recommend concluding [travel insurance](#). Click [here](#) to find more information in case of travel implications due to Covid-19.