

## GENERAL CANCELLATION POLICY FOR PRIVATE TRAVELERS

Upon confirmation of the room reservation, we will hold a room in the desired category as agreed. Changes or cancellations result in losses that we cannot bear alone. Cancellations of room reservations are only valid if received in writing.

Up to three weeks before arrival, cancellations are free of charge. For Christmas and New Year's Eve, this period is extended to 6 weeks before arrival. Likewise, a deposit of 50% of the total price is required for bookings over Christmas and New Year's Eve. For later cancellations, we will invoice 35-60% of the room rate for the entire stay. In case of non-arrival without submission of a written cancellation or in case of early departure, 85% of the confirmed room rate will be charged.

- Up to 22 days before arrival: Free cancellation
- 21 days to 7 days before arrival: 35% of the room rate as cancellation costs
- From 6 days before arrival or early departure: 60% of the room rate as cancellation costs
- 24 hours before arrival or early departure: 85% of the room rate as cancellation costs