



GUESTINFORMATION –
Coronavirus (Covid 19)
(position 20.10.2020)

Dear guests!

Many countries are again struggling with an increasing number of new infections. The measures adopted to contain the infection are similar (mouth and nose protection, keeping your distance, hygiene regulations, ...), but the extent of the measures is adapted to the respective region.

Unfortunately, some countries have issued a travel warning for Austria or the Province of Tyrol, but it is still not a travel ban, entry and accommodation are still allowed.

The multitude of different measures leads to great uncertainty.

For entry into Austria the Austrian regulations are decisive, for entry and exit - regulations from your federal state you have to inform yourself.

A winter season with many special features lies ahead of us, everyone wants a carefree winter holiday, we also try to give our guests a little more security, therefore we revoke our cancellation conditions from the guest information - as of September 13, 2020 and adjust them again to the current situation:

NEW CANCELLATION CONDITIONS - valid in the period 20.10.2020 - 30.04.2021

- 3 month - 1 month before departure => free of charge
- 1 month - 1 week before departure => 50%
- In the last week => 90%
- people should not arrive despite a reservation => 100%

When are cancellation fees charged?

- provided that the Appartement Arenablick is open and accessible
- if the guest is allowed to travel, but canceled anyway (e.g. out of fear and pure concern about possible infection)
=> "Fear of Corona does not justify cancellation
- if someone falls ill with corona, this is considered a normal case of illness

When are NO cancellation fees charged?

- official closure of the company
- Travel ban to Austria or from your federal state

Should you nevertheless cancel your vacation as long as no cancellation fees are due or if no cancellation fees can be charged, I offer you a free repayment of your deposit or a rebooking to another travel period.

We recommend you take out travel insurance and recommend European travel insurance

=> www.europaeische.at

We very much hope that something will change with regard to travel and quarantine regulations so that you can spend a relaxing and carefree holiday with us in the "Appartement Arenablick" house.

Best regards

Bianca Kellauer

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