



June 2023

## CANCELLATION POLICY

### NATURHOTEL FORSTHOFGUT

We are delighted that you have decided to stay at our Naturhotel Forsthofgut. Unfortunately, it is always the case that you have to cancel your holiday.

Our cancellation policy (Euro 5 per person and night) is a travel cancellation protection - which is valid for you until the day of arrival. This gives you the advantage that you can cancel up to 1 month before arrival free of charge without any reasons and you only pay the premium of the protection. In the arrival month, you are insured until the day of arrival in case of any of the following reasons:

- Unexpected serious illness or serious accident on your part which cannot make a stay possible (only acute illnesses apply here).
- Death, serious illness, or serious accident in the closest family circle (spouse, life partner, parents, grandparents, children, and grandchildren).
- No-fault due to force majeure and strikes.
- Significant damage to private property such as water damage, fire, burglary, or theft.

On presentation of a medical certificate or confirmation by the originally scheduled arrival date, you do not pay the cancellation fees but also here only the premium of the protection applies. Please note that you have not included a full travel cancellation in our cancellation policy. This is only a case in the case of a comprehensive protection insurance as well as with many insurances a cancellation protection package.

If your decision against our insurance has fallen, the Austrian Hotel & Contract Conditions apply.

The cancellation costs are calculated from the total price.

In case of cancellation due to illness, we would like to draw your attention to the fact that a written confirmation from the treating physician is necessary. Please note that existing illnesses are only covered if they become acute when traveling unexpectedly.

We are looking forward to welcoming you at our hotel.  
All the best,  
Family Schmuck