



Covid-19-Cancellation Terms

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Complimentary Cancellation Insurance in case of pre-arrival infection & Cancellation Policy:

The state offers complimentary cancellation insurance in case of pre-arrival infection or quarantine

The state of Vorarlberg has issued a Covid-19-Cancellation Insurance for all guests in the oncoming winter season. If you or a family member living in the same household get diagnosed with a Covid-19 infection or are quarantined *before arrival*, this insurance will cover all cancellation fees at any time (up to EUR 3,000.—per person).

This insurance is automatically included in your booking, no separate sign-up is necessary. Terms apply; you will find more information at <https://winterkodex.vorarlberg.travel/>

For other insurance cases, we recommend an individual travel insurance, e.g. through your credit card company or the [Europäische Reiseversicherung](#); however, it must be noted that many insurances have a waiver policy for pandemics in place.

We have relaxed our cancellation terms

If a travel warning is issued for Austria or Lech due to Covid-19 for the period of your trip, or if Lech is classified officially as a risk area, you can cancel **free of charge** and we will refund your deposit.

Moreover, we offer generous cancellation conditions for the upcoming winter season:

- Up to 1 month before arrival you can cancel free of charge and we will refund any deposits.
- from 1 month before arrival, we will strive to accommodate your circumstances on an individual basis. We may be able to refund deposits or issue a voucher, circumstances permitting (e.g. infection in family, quarantine requirements, travel from risk area etc.).
- in case of no-show we charge 100% of the booking price
- The remaining cancellation policy is based on the Austrian Conditions and Terms for Hotel Industry - https://www.wko.at/branchen/tourismus-freizeitwirtschaft/hotellerie/AGBH_englisch.pdf

Pending unintended errors in print, changes and unforeseen events.