



Your home away from home

Cancellation Information

Dear Guests,

In the event that unforeseen circumstances disrupt your planned holiday we would like to inform you about the cancellation process.

Cancellation Policy:

Up to 3 months before arrival: Free cancellation.

From 3 months to 1 month before arrival: 40 % of the total price will be charged.

From 1 month to 1 week before arrival: 80 % of the total price will be charged.

Cancellations made up to one week before arrival, early departure, late arrival, or interruption of travel: 100 % of the total price will be charged.

Cancellation Fees:

We kindly remind you that cancellation fees apply according to our cancellation policy. We appreciate your understanding in this regard. Many of our long-standing regular guests, who have been loyal to us for decades, opt for the „Hotelstorno Plus“ travel cancellation insurance recommended by us. Therefore, we have to make a distinction here and cannot grant any exemptions.

Cancellation Procedure:

In the event of a cancellation, please inform us in writing.

Confirmation of Cancellation:

We will endeavor to re-rent the room. Once the period of the planned stay has ended, we will contact you to inform you of the final cancellation costs.

Personal Travel Cancellation Insurance:

If you have your own travel cancellation insurance, we'll gladly assist you with any necessary documentation.

We understand how frustrating it is to have to forgo your planned holiday, especially when cancellation costs are incurred. To spare you this frustration, we recommend the „Hotelstorno Plus“ travel cancellation insurance, which protects you not only in case of cancellation but also in the event of having to cut your holiday short.

This insurance covers, among other eventualities, cancellation and termination costs resulting from significant property damage to one of your places of residence due to natural disaster, fire, burst water pipes or criminal acts. Rescue costs, including helicopter recovery, are covered up to an amount of Euro 7,500.00.

This insurance is cost-effective, and our experience of it has so far been excellent. Therefore, we strongly recommend taking out a policy.

Best regards,

Gitti & Robert Strolz
Boutique-Hotel Schmelzhof

