



CANCELLATION POLICY - COVID-19 UPDATE NOVEMBER 2020

In response to current market conditions and health regulations, Hotel Tyrol can assure all its guests that it will remain highly flexible in these difficult times.

Cancellation conditions during the coronavirus crisis (while the pandemic lasts)

Booking confirmation:

Written reservations are acknowledged as confirmed once a deposit of 30% has been paid. For short-term bookings, a credit card is required as security. We strongly recommend that you take out travel cancellation insurance (the refund conditions of the travel insurance include cancellation due to Covid-19 apply).

In the event you cancel your reservation:

- up to 15 days before arrival, cancellation is free of charge and the deposit will be refunded;
- from 14 to one day before arrival, we will charge 30% of the deposit, or it will be converted into a voucher;
- in case of a no-show, we will retain 30% of the deposit;
- In view of the current situation, we recommend you take out our insurance policy whatever the type of booking, as it also covers cancellations made due to the coronavirus.

For bookings classified as 'non-cancellable' or similar, the accommodation price will be charged in full in the event of cancellation and the cancellation deadlines mentioned above do not apply. For shortened stays or early departure, the full price of the booked stay will be charged.

- Changes to bookings are subject to availability and possible additional payments;
- Guests who have booked through online travel agencies or other travel service providers or third-party providers are requested to contact the respective providers for information on cancellation terms;
- Cancellations must be made in writing by e-mail to: info@tyrolhotel.it.

The well-being of our guests and staff is very important to us.

We take the official guidelines very seriously and work to create optimum conditions for the safety of our guests and staff. All our efforts are focused on:

- identifying and managing possible points of contact for guests and staff;
- service conditions to ensure our high quality standards;
- providing the greatest possible conditions for you to enjoy the Tyrol Experience in these circumstances.

Hotel Tyrol – Selva di Val Gardena

The Dirlir-Micheli Family

November 2020