

With safety a good overview Holiday curtailment/ Holiday cancellation protection

Things never turn out the way you expect: the pre-booked holiday that can not be taken up followed by the disappointment of a cancellation fee or the inability to fulfil obligations that have already been paid for (accommodation). We would like to save you from these financial disadvantages and all the worries that come with them! That is why...

Top service – Special for our costumers: Holiday abandonment or holiday cancellation protection for a special price

What is meant by "in the event of loss"?

Event of loss comes into effect if one of the following reasons should happen:

- Serious illness, serious physical injury caused by an accident to the traveller, their spouse, life companion, children, parents or the parents in law;
- Death of one of the aforementioned group of people or brother/sister, grandparent, grandchildren, stepchildren of the traveller;
- Pregnancy by one of the traveller when realised after the booking;
- Sudden onset of unforeseeable problems with a pregnancy of one of the indicated group of people with a reservation;
- Medical inability to assimilate vaccination of one of the indicated group of people with a reservation;
- Unforeseeable recurrence or worsening of chronic suffering of one of the indicated group of people with a reservation;
- Receipt of a unexpected summons;
- Unexpected loss of the employment;
- Levy for the basic military service;
- A petition for divorce;
- Inexistence of a school leaving examination;
- Significant damage to travellers property , to his place of residence through fire, natural disaster or the criminal act of a third party which makes his presence urgently necessary;

When is protection cover not provided?

Connected with the following ailments an event of loss is not provided:

- psychic diseases (only the first appearance is insured), dialysis, organ transplant, AIDS and schizophrenia
- Cardiac disease, stroke, suffering from cancer, diabetes (type 1), epilepsy, multiple sclerosis, if these have been treated in-patient 12 month before the cancellation protection has been concluded.

What does full cancellation protection cost?

4 % of the total amount of the room rate per person. The premium shall be paid upon conclusion of the booking with the deposit.

What do you do in the event of damage?

Non commencement of the trip

Please inform the booking center (T +43 (0) 57200 F +43 (0) 57200 201) as soon as possible about the cause of cancellation. A doctor's certificate or relevant document in case it has no medical reason (loss of job, draft order, etc.) must be delivered within 2 weeks time at latest. We will refund the deposit (reduced by the protection premium) after checking facts directly to you.

In the case of an early departure

If the holiday has to be abandoned due to an applicable event, please inform the booking terminal (T +43 (0) 57200 F +43 (0) 57200 201) immediately. The deposit will be directly refunded (reduced by the protection premium) after checking facts. The booking conditions are based on the AGBHs (General terms & conditions for the hotel industry).