

# Special times require special care for your well-deserved vacation

Here you will find important up-to-date information for your entry into the country and your stay in Tirol [willkommen.tirol](https://www.willkommen.tirol)

## OUR RELAXED CANCELLATION CONDITIONS!

Winter 2021/2022 from 23.11.2021 till 02.05.2022:

- valid only for direct bookings (not valid for bookings already made)
- Can be canceled or rebooked **free** of charge up to **60 DAYS** prior to arrival (arrival day)
- from 59 days to 30 days before arrival (arrival day) - 40% of the total travel price
- from 29 days to 7 days before arrival (arrival day) - 70% of the total travel price
- within the last 6 days before arrival (arrival day) - 90% of the total travel price
- In the event of no-show or later arrival, 100% of the total travel price is due
- **MONEY BACK GUARANTEE (2G only)**, including your down payment in the event of travel or official entry bans or border closure. In the event of an officially ordered (entry) travel ban in our region or entry ban for our company, we guarantee you a money back guarantee.
- **CANCELLATION PROTECTION** - We recommend taking out travel insurance - **new from 11.10.2021 up to 6 people also insured** - also possible retrospectively for existing bookings - with Europäische Reiseversicherung we are happy to calculate or conclude travel insurance **here calculate the insurance**- product **Hotel Cancellation Plus Insurance** approx. 5% from travel price or **Hotel Cancellation Premium Insurance** approx. 7% of the travel price - NEW Covid19 illnesses also insured despite the pandemic status, vacation extension / break off due to Covid19, here **including Covid coverage**

## **WE TAKE CARE OF YOU!**

### **In our apartments:**

- **Also at our house for check-in (unique) it's needable 3 G – recovered Covid, vaccinated or tested for persons over 12 years**

- We are **SAFE SERVICE®** certified until April 30th, 2022

Tyrolean tourism relies on certified security - and we are there: We take our role as a responsible host and use the "SAFE SERVICE" learning app as a modern training tool for our employees. Our company has successfully completed the digital training on security topics such as protective measures, distance rules, hygiene or contactless customer experience. New regulations, such as admission tests, guest registration and prevention concepts, are also part of the training. The app provides information about major changes directly via push notifications on the mobile phone



### **More information you find at:**

- You have questions: What is the situation on site, what are the current regulations, is it possible to arrive, can I rebook, what are my cancellation conditions ... contact us personally at 00436506555366 or [tanja@ferienwohnungen-kappl.at](mailto:tanja@ferienwohnungen-kappl.at)

- In our apartments you stay to yourself. Contactless check-in / check-out is also possible.

- No large gatherings of people in the tranquil hamlet of Holdernach Siedlung, your vacation spot.

- Please wear masks compulsory in **general areas** at our house – except for children under 6 years of age, starting with 05th March it's only recommended to wear masks

- Hand sanitizer in guest accommodation and key areas.

- Guest accommodation is disinfected between stays.

- Linens, towels and laundry washed in accordance with local authority guidelines

- Use of cleaning chemicals that are effective against Coronavirus Hand sanitiser.

## **Mountain Railways Kappl:**

**[Doesn't covid stand a chance - info link of Mountain Railways Kappl](#)**

All informations of this side would be continuously updated.

Respect our health / hygiene guidelines, enjoy your vacation and indulge yourselves.

Your family Ladner