

COVID-19? Money-back-guarantee at OSTBACHER STERN

Corona? Money back guarantee at OSTBACHER STERN

Book without risk your holiday for next winter in Ostbacher Stern in Leutasch, Olympiaregion Seefeld, Tyrol, Austria.

Can't your booked trip go ahead because of corona? Then you will always get your money back from us. In this way you can capture your winter sports with peace of mind and soon enjoy an unforgettable holiday together. How does it work? We will explain it to you:

If code orange or code red is issued for Leutasch, we will cancel your trip. If we have to cancel your holiday you will be guaranteed a refund within 3 weeks. So you will not receive a voucher.

Travel advice may change regularly. That is why the assessment to cancel takes place from 3 days before the start of your winter sports holiday, based on the advice of the Ministry of Foreign Affairs.

Is your destination code orange or red if you are already at your destination? If you then decide to go home earlier, your money will be refunded for any unused holiday days.

You can therefore book your winter sports with us without any risk. Should you wish to cancel your holiday yourself, but it is not code red or orange, the standard cancellation conditions apply as always.

Full financial security and fair conditions

How can you build in even more security?

Unexpected circumstances can also arise in private, forcing you to cancel your holiday. This may have to do with corona. Think of a mandatory quarantine or maybe you or one of your travelling companions will get corona? In order to build in even more security for yourself, you can take out cancellation insurance. This insurance is not expensive for a short period of time.

There are two types of cancellation insurance:

- Standard cancellation insurance: This insurance does not cover corona related matters, unless you have corona yourself and therefore need to cancel.
- All-risk cancellation insurance: When you take out the all-risk cancellation insurance, not only can you invoke the cancellation reasons stated in the terms and conditions of the standard insurance, but you may also decide for yourself what reason you do not want to go on holiday. These could also be corona related reasons. You will be reimbursed 75% of your cancellation costs for these additional cancellation reasons.

We work closely with our local partners and keep a close eye on the advice of the Ministries of Foreign Affairs.

On the website of the Seefeld Tourism Association you can find extensive information about the situation in our region.

<https://www.seefeld.com/tirol-service/aktuelle-informationen/aktuelles-zum-corona-virus>

