

Cancellation policy

If you are unable to travel, the following cancellation fees will be charged:

- Three months or more prior to start date: 0% of the full booking cost
- Between one and three months prior to arrival date: 40% of the full booking cost
- Between one week and one month prior to arrival date: 70% of the full booking cost
- Within a week of arrival date: 90% of the full booking cost.

We also would like to send you our general terms and conditions and our pool rules.

Travel insurance

Schlosshotel Fiss Cancellation Protection

You are undoubtedly looking forward to your holiday. However, many things can happen before or during your holiday. We therefore recommend that you take out a Schlosshotel Fiss Cancellation Protection Agreement.

The Cancellation Protection Agreement is entered into between you and the Schlosshotel Fiss and covers you for up to 80% of cancellation costs (with a 20% excess) in the event of an accident, illness, death or serious event that happens to the person travelling, their children, brothers, sisters, parents or grandparents. The premium is 5% of the total booked services and payable with your deposit. The Agreement covers bookings up to a maximum amount of €15,000.

Therefore the maximum premium amount is €750 per booking.

When taking out a Schlosshotel Fiss Cancellation Protection Agreement, please let us know the names and dates of birth of the people travelling with you.

Benefits of the Schlosshotel Fiss Cancellation Protection Agreement

- If the holiday is not taken, in accordance with Austrian hotel regulations, up to 90% of cancellation charges are reimbursed.
- In the event of a premature departure, the booked and unused part of the arrangement is reimbursed.

The following situations are covered:

- Sudden onset of serious illness, serious health-related consequences of an accident or death*
- Sudden onset of serious illness, serious health-related consequences of an accident or death of a family member, if your presence in their home town is required urgently
- Pregnancy, if established after the trip was booked
- Serious complications arising from pregnancy
- Significant damage to your property where you live as a result of natural disaster (such as a fire) or the criminal acts of a third party, if your presence is urgently required as a result
- Receipt of an unexpected court summons

* Medical insurance cases must be confirmed in writing by the doctor treating the patient.

Please note that existing conditions are only covered if they become acute unexpectedly.

What to do in the event of a claim?

- In the event of cancellation, please inform us immediately and send us a confirmation of the reason for cancellation. With cancellations for health reasons, a detailed doctor's report from the doctor treating you is required.
- In the event of your trip being cut short due to an illness or an accident, we require a doctor's certificate from the doctor treating you at the holiday location.

What is not covered?

The following acts and events are excluded from the Agreement –

- Acts caused intentionally or due to gross negligence by the insured person; in private third-party travel insurance, there is only no insurance cover if the insured person has intentionally caused the act for which they are responsible to the third party unlawfully. Intent is either an act or a failure to carry out an act whereby damage must be expected as probable, but such damage is accepted.
- Events that occur during participation in navy, military or air force services or operations.
- Events caused by any effects of nuclear, biological, or chemical weapons (NBC weapons).
- Events due to war, civil war or war-like circumstances or internal unrest, or which occur on trips that were made despite a travel warning from the Austrian foreign ministry. If the insured person is surprised by one of these events during the insured trip, there is insurance cover up to the point of immediate departure, however at the longest up to the 14th day after the start of the respective event. There is in any case no insurance cover for active participation in war, civil war, war-like circumstances or internal unrest.
- Events as a result of violent acts as part of a public gathering or demonstration, if the insured person actively participates in it.
- Acts and events occurring when attempting to commit or in committing criminal acts by the insured person, for which intent is an element of the crime.
- Events caused as a result of striking.
- Events triggered by suicide or attempted suicide of the insured person.
- Events occurring during participation in expeditions or occurring at an altitude above 5,000m.
- Events caused by official legal orders.
- Events occurring if the insured person is subject to an increased risk of an accident from physical work, work with machines, handling corrosive, poisonous, flammable, explosive or hazardous materials, as well as electric or thermal energy (not applicable for travel cancellation). Conventional activities as part of an au-pair stay, as well as gastronomy or hospitality, are insured in any case.
- Events caused by the influence of ionising rays within the meaning of the Austrian Radiation Protection Act in the respective current version or by nuclear energy.
- Events caused when the insured person is suffering due to a significant impairment of the psychological or physical state as a result of alcohol, drugs or medicine.
- Events occurring when using paragliders or hang gliders (not applicable for travel cancellation).
- Events occurring when participating as a driver, co-driver or occupant of a motor vehicle in driving events, including the attendant training or qualification drives, whereby the aim is the fastest possible completion of a given stretch or the overcoming of obstacles such as difficult terrain, or driving on racing circuits (not applicable for travel cancellation).
- Events occurring when undertaking professional sport, including training (not applicable for travel cancellation).
- Events occurring when participating in national, regional or international sporting competitions or during official training for these events (not applicable for travel cancellation).
- Events occurring when diving, if the insured person does not have internationally-valid authorisation for the respective depth, with the exception of participation in a diving course with an authorised diving instructor. There is in any case no insurance cover.
- Events occurring when diving below a depth of more than 40m (not applicable for travel cancellation).
- Events occurring when carrying out an extreme sport (not applicable for travel cancellation).

There is no insurance cover insofar as and as long as this goes against the contractual parties' directly-applicable economic, commercial or financial sanctions or embargos of the European Union or the Republic of Austria. This also applies for economic, commercial or financial sanctions or embargos that are instigated by other countries, insofar as they do not go against European or Austrian legal regulations.