

## Safe holiday in the Nauers – with the needed distance to the best winter adventure

---

As your health and safety is one of the most important things for us, we give a high priority on keeping everything as tidy and hygienic as possible. Next to applying to all safety measures, we are able to provide you with a privacy like at home in our separated apartments. You will find a modern furniture with a fully equipped kitchen - so that you are able to self-supply yourself to the fullest.

### What we do to ensure the safety of our guests:

- We keep distance & wear masks
- All public areas are disinfected regularly (doorknobs, light switches etc.)
- We provide contactless hand disinfectant dispensers in the apartments and in the entrance area – furthermore we provide masks for you
- We offer an exclusive “bread roll service” or serve your breakfast directly into your apartment
- Our cancellation guidelines have been adapted and became more flexible

### Terms of cancellation in summer 2021:

- Up to 14 days before the booked arrival date – free cancellation
- Up to 8 days before the booked arrival date – 40% of the total amount
- Within the last week before the booked arrival date – 90% of the total amount
- Not arriving without a previous information – 100% of the total amount

### Terms of cancellation in winter 2021/2022:

- Up to 8 weeks before the booked arrival date – free cancellation
- Up to 4 weeks before the booked arrival date – 40% of the total amount
- Up to 8 days before the booked arrival date – 70% of the total amount
- Within the last week before the booked arrival date – 90% of the total amount
- Not arriving without a previous information – 100% of the total amount

### In case of a travel warning during your booked period – free cancellation or credit note for your next visit

We recommend a travel cancellation insurance: [www.europaeische.at](http://www.europaeische.at)

### All people in the house have to comply with the following rules:

- A minimum distance of 1m between you and unknown people
- Wear a mask
- Please wash and disinfect your hands several times per day
- Leave out the handshake when greeting each other
- Sneeze or cough into your elbow

We call upon our guest's personal responsibility when it comes to complying with the safety measures and described rules.

### General information of the Paznauner Bergbahnen (mountain railway):

<https://www.kappl.com/de/Active/Active-Winter/Winter-2020-21-COVID-19>

