

Dear guests,

we are preparing for your stay this winter with great attention to detail, the greatest care and circumspection and our own COVID security concept. Numerous members of our team have been working for weeks to give you and your loved ones a beautiful, luxurious and safe winter holiday at the Alpine Palace at the highest possible level.

Unfortunately, the COVID development leads to a temporary lockdown at the beginning of the season. We are not allowed to accommodate you during this time. However, we assume that we will be there for you again from Christmas on.

All bookings during the lockdown can be rebooked free of charge to a later date this winter or next winter 2022/23.

As a sign of our special appreciation for your solidarity, we are foregoing any price increases for a later stay in a comparable season until March 2023 - provided that your desired room category is available on the date in the requested period.

For all further cancellations, the conditions on which the booking is based apply. There are bookings at tariffs with free cancellation no later than 6 weeks before arrival and there are early bird tariff bookings at reduced prices, the cancellation of which results in 100% cancellation fees regardless of the time and reason (with the exception of lockdown in Hintertegleem). In some cases, shorter cancellation periods apply to higher tariffs at online travel agencies. These can be seen on the respective reservation confirmation on the platform.

The following rule applies to the cancellation of a stay during a lockdown:
For stays during an officially ordered lockdown, rebookings are possible free of charge if available and cancellations are made.

The following applies to cancellation due to COVID restrictions / travel restrictions:
In the case of cancellations due other COVID protection measures like 1 or 2 G rule, mask requirement in the hotel / lift, changed requirements for children and young people and / or travel requirements like quarantine on entry or return, the cancellation fees can neither be reduced nor waived in case the COVID pandemic had started at the time of booking. We ask for your understanding, as we have made already all the preparations for your stay with our entire team regardless of the measures.

Dear guests, we look forward to welcoming you and your loved ones to the Alpine Palace this winter.

Greetings from Hintertegleem and stay healthy!

Your Alpine Palace Team

