

# AYURVEDA RESORT SONNHOF

## COVID-19 POLICY

We are **here for you**, looking after your **health**, concerned for your **safety** and are meeting you wherever you are in life at the moment. We are offering you a miraculous **power place** in the midst of **nature**.

The wait is coming to an end as well for our German and Swiss guests because the borders are opened completely. From then on nothing will stand in the way of your long-awaited and deserved summer vacation amidst the Tyrolian Alps.

Your **safety** is our **first priority** and therefore we have here the most important information for your wellbeing holiday.

### Your safety is our first priority!

We are kindly asking you to follow these regulations during your stay:

- Make sure to **keep a distance of at least 1 metre** to anyone who is not part of your travel group.
- Wear a **face mask in the waiting area**, when you go to the treatments. This excludes guests who are unable to do so for specific health reasons.
- **Avoid busy situations** or too many people in one space. (mainly at the reception and the restaurant)
- **Follow staff instructions.**
- **Avoid handshakes and hugs.**
- **Wash your hands several times** a day with water and soap for at least 30 seconds.
- **Avoid touching your own face with uncleaned hands.**
- Please **sneeze or cough into the crook** of your arm or a handkerchief.
- If you've got any **signs of COVID-19** we're kindly asking you to **contact us early** and to cancel any travel plans. If you've got **signs during your stay** please **inform our staff immediately.**

With your support and vigilance you are not only **taking care of yourself** – you are also considerate and **taking care of every other hotel guest** and our **Sonnhof-Team**.

### Updated cancellation conditions

Flexible vacation planning

On the grounds of the current safety measures we have adjusted our cancellation conditions to the situation. With that we want to enable you to book your holiday with us stress free! You can now cancel existing bookings or new reservations for free up to 3 days prior to arrival until the 31st of

August 2020 or reschedule them to fit your calendar.

However, the updated cancellation policy only applies to COVID-19 related cancellations. Already paid deposits will be transformed into a value voucher without an expiration date. It can be redeemed to any date fitting your schedule.

For all other reasons of cancellation and as soon as the governmental measures are lifted and travelling without restrictions becomes possible the regular cancellation conditions become effective. To avoid unnecessary costs in this situation, we warmly recommend that you take out a travel insurance policy.