



## **The San Luis provides you with greater security 2023/24**

The right of cancellation as laid down in the Italian Consumers' Code is not granted. Due to the current exceptional situation and in order to plan your holidays in a more relaxed and carefree way, we have changed the cancellation conditions in favour of our guests. We are now adopting the following new conditions of cancellation:

### **1) Special cancellation conditions for stays at San Luis from December 1<sup>st</sup> until December 7<sup>th</sup> 2023 and from January 7<sup>th</sup> to March 10<sup>th</sup> 2024.**

Your booked trip with the date of stay from Luis from December 1<sup>st</sup> until December 7<sup>th</sup> 2023 and from January 7<sup>th</sup> to March 10<sup>th</sup> 2024 can be changed or cancelled in writing up to 10 days before the planned arrival. The paid prepayment can be converted into a voucher. This voucher does not expire and can be used for a later stay at any time. There is no refund of the deposit paid.

Any cancellation made later than 10 days before arrival – as defined in our usual cancellation policy - is only free if the accommodation can be sold for the entire period of the originally planned stay. If we fail to resell the room, 80% of the room rate including breakfast will be charged as cancellation fees. This also applies for a belated arrival or early departure.

### **Here our previous cancellation conditions for stays from December 7<sup>th</sup> 2023 until January 7<sup>th</sup> 2024:**

A cancellation of your reservation must be made in writing, no later than 4 weeks before arrival. Any cancellation made later is only free if the accommodation can be sold for the entire period of the originally planned stay. If we fail to resell the room, 80% of the room rate including breakfast will be charged as cancellation fees. This also applies for a belated arrival or early departure.

Hafling, May 9th 2023