

Safe holiday in the Tschatscha Nova – 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 and rooms. You will find a modern furniture with a fully equipped kitchen - so that you are able to self-supply yourself to the fullest.

We also take care of your safety in our rooms and at breakfast. When you arrive, please let us know your preferred time for breakfast. So we are able to organize optimally the space available in our breakfast room.

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” and ask for your preferred time for breakfast.
- Our cancellation guidelines have been adapted and became more flexible

Terms of cancellation in winter 2020/2021:

- 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

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/en/Active/Active-Winter/Winter-2020-21-COVID-19>

