



SPECIAL POLICY FOR COVID-19 RELATED CANCELLATIONS OR BOOKING MODIFICATIONS 2021-22 FOR NEW BOOKINGS

Issue Date: 22 February 2021

We hereby confirm the following exceptional policy:

For new bookings received from 22 February 2021 for the stay period 22 February 2021 – 31st October 2022 (last departure) for any of our hotels, we grant exceptionally free cancellation up to 48 hrs prior to arrival without incurring any charges **for cancellations related to COVID-19** such as the following:

- Guests suspected or confirmed to carry the virus
- Guests being denied to board the plane
- Border closures: in the destination where the Zannier Hotel is located, in its neighbouring countries for tour bookings or in the guests' country of origin/residence
- Quarantine advice
- New lockdown

Guests wishing to **postpone** their trips for the same reasons may do so within **13 months** from their original date of arrival at same rates, excluding the respective festive/peak seasons at every hotel.

This policy is only valid if the ability to travel is beyond the control of the guest. The guest(s) in question are required to provide reasonable documentation confirming that their inability to travel was due to COVID-19 related matters. The final decision to waive cancellation charges lies entirely with Zannier Hotels at all times.

This policy is valid for individual bookings only and does not apply for group bookings. For group bookings please contact the respective hotel directly.

Validity of this policy: For stays until 31st October 2022 (last departure) or until COVID-19 is no longer a limitation to international travel.

For cancellations or booking modifications due to reasons **not** related to COVID-19, our standard policies apply.