Our Cancellation Policy

You may cancel your trip at any time before the start of your stay.

The date on which we receive your cancellation notice is decisive for the calculation of any cancellation fees. We recommend submitting your cancellation in writing and including your booking reference number.

By making a reservation, you agree that, in the event of non-utilisation of the booked services, the agreed or customary price will be payable, less any expenses saved by the accommodation provider.

The following cancellation deadlines apply
for free cancellation of Bed & Breakfast rates:

02.11.2026-24.12.2026 04.01.27-25.03.27|30.03.27-30.04.27|04.10.27-25.12.27
Up to 1 day before arrival.

02.04.2026-01.11.2026 | 25.12.2026-09.01.2027 26.0.3.27-29.03.27

|01.05.27-03.10.27|26.12.27-. -09.01.28
Up to 5 day before arrival.

The following cancellation deadlines apply for free cancellation of package deals:
Up to 5 day before arrival.

New Year's Eve package: Free cancellation up to 14 days before arrival.

After this period, as well as in the event of early departure, 80% of the total travel price will be charged.

For bookings made through third-party providers (such as Booking.com and other booking platforms), we reserve the right to charge 100% of the remaining costs.