

Dear Guests,

The health of our guests and employees is a top priority for us. You can be sure, that we will do everything possible to protect your health and provide you with **enjoyable holiday moments filled with joy and happiness.**

We want to protect you, as our guests, from an infection as effectively as possible. In order to succeed in this, we are also asking for your cooperation and personal responsibility with the various guidelines and measures, that we have implemented with full responsibility.

A summary of the most important hygiene measures in the hotel for you:

- Hygiene & Disinfection
 - There will be numerous hand sanitiser dispensers in the hotel. We will regularly clean the rooms and contact points such as door handles and surfaces.
- Employees
 - All employees will be regularly tested for COVID-19 and will wear a face mask (covering the nose and mouth). Additionally, before every shift their body temperatures will be measured.
- Fresh Air
 - There will be constant ventilation, thanks to an air extraction system, in the hotel lobby and wellness area, as well as regular ventilation of public areas and rooms.
- Digital Guest Map
 - Use your smart phone to find out the most important information about the hotel and the area.
- Check-In / Check-Out
 - This winter, we will welcome and say goodbye to you with a friendly smile and will refrain from the usual hearty handshake. Sanitised pens will be ready and waiting for you to fill out the data sheet.
- Kristall Wellness
 - Open daily with extended opening hours (4pm - 8pm) In bad weather, we will open early upon request. The wellness area will be fully ventilated via an air extraction system. The cabins should only be entered by people living in the same household.
- Breakfast
 - Please sanitise your hands before each visit to the buffer, or use disposable hand gloves and only visit the buffet when wearing mouth/nose protection.
 - Every guest will be given an assigned table for the duration of their stay. This will be marked by your room number. In exceptional cases where a table is used twice, the table clothes will be changed.
- Mouth/Nose Protection
 - Mouth/Nose protection is required in publicly accessible indoor areas.
- COVID-19 rapid test in Ischgl.
 - It's possible to have a certified PCR-test directly in Ischgl. The test result is generally delivered electronically within 24 hours.

COVID-19 Cancellation Terms:

Bookings from 25.11.2020 – 19.12.2020:

- Up to 10 days before arrival: free of charge
- From 10 days before arrival & no-shows: 100% of the total booking cost

Bookings from 19.12.2020 – 03.05.2021:

- Up to 1 month before arrival: free of charge
- 1 month to 2 weeks before arrival: 70% of the total booking cost
- from 2 weeks before arrival & no-shows: 100% of the total booking cost

In addition to this, we offer you the option of a free cancellation up to 1 week before arrival if one of the following circumstances applies:

- If skiing in Ischgl is not possible for pandemic-related reasons, a deposit for an alternate stay in the same or the following season will be credited.
- If an arrival in Ischgl is not possible due to travel warnings, travel restrictions by the authorities in your home country or a lockdown, or if Ischgl is classified as a high-risk area by the authorities in your home country, a deposit for an alternate stay in the same of the following season will be credited.
- Cancellations are only valid in writing. Aside from the guidelines mentioned above, the General Terms & Conditions for the Hotel Industry will be valid.

COVID-10 Travel Cancellation Insurance:

The [Europäische Reiserücktrittsversicherung](#) insures Covid-19 infections like every other unexpected serious illness despite the status of the pandemic.

Specifically this means:

The **Hotel Cancellation Plus and Premium covers** the following reasons for a cancellation or travel interruption by the guest:

- COVID-19 infection of the guest
- COVID-19 infection of a close relative or someone living in the same household and the presence of the guest is urgently needed at home.
- Fever and suspicion of Corona, even when a test result is negative later on
- A positive test result without symptoms
- A close relative or someone living in the same household is ill and the guest has to quarantine

You can find more information about this [HERE](#)

You can take out the travel insurance [here](#) and we highly recommend it.

Safety measures of the cable car companies in Ischgl and Paznaun

The cable car companies in Paznaun and Samnaun offer a comprehensive package of measures as a supplement to the current legal requirements in the ski areas, which enable you to enjoy a relaxing and wonderful day of skiing. On the following [LINK](#) you can find all details about the Silvretta Arena Ischgl/Samnaun.

For the protection of others, we ask that you adhere to the guidelines in the hotel, the cable cars and in restaurants/bars. If we work together, COVID-19 won't stand a chance!

The specified measures will be constantly updated in line with the official requirements. We ask for your understanding, that there may be changes at short notice!

We are always available to answer any questions.

Thank you!