



GSTAAD PALACE  
SWITZERLAND

## Cancellation Policies

Valued Palace Guests

Flexibility has been paramount to us for 108 years and remains so all the more in this current situation. To ensure you can book with the highest possible flexibility, we have adapted our booking conditions.

We very much hope that you will find the terms detailed below helpful and kindly ask you to take note of them.

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Extract from the General Terms and Conditions

### 5.5.2 Cancellation clause for the client

The client can cancel his reservation free of charge at any time prior to his arrival,

a) if massive restrictions are imposed on international and national travel through an official order by the relevant government institutions, which actually includes border closures or classifications as risk regions and thus goes beyond a simple travel warning; or

b) if the client shows Corona symptoms and can prove this by means of a medical certificate.

This does not apply to the official high season between 26.12.2020 - 3.1.2021 and 12.2.2021 - 27.2.2021. During these periods it is not possible to cancel free of charge, but the amount concerned will be credited 100% towards a future stay within 365 days of the original date of stay (deposit).

Should the restrictions mentioned above under a) and b) occur during the stay at the hotel and should the client therefore wish to shorten his stay, he can cancel the remaining nights free of charge. This again excludes the dates of the aforementioned high season. On the dates of the high season, the client will pay the full amount of the remaining stay.

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For further information, we recommend you read our [General Terms and Conditions](#).

Valued guests, in the current situation we are placing special emphasis on remaining true to our history, our values and our principles of service, to ensure that your visit will be as memorable as always.

We would like to thank you in advance and look forward to welcoming you in Gstaad very soon.

Your Palace Team