

Which cancellation policy does apply for the upcoming winter season?

Our regular cancellation policy has currently not changed. Cancellations free of charge are possible 3 months prior to arrival. If however your government issues travel restrictions for Austria after your booking or you have to self quarantine after returning to your home country you can cancel your reservation free of charge. A free cancellation always includes a complete refund of your deposit through bank oder credit card transfer. The same applies of course if you had to self quarantine in Austria after you enter the country.

Are waiting times expected at the ski lifts if Gondolas can not be used to their whole capacity?

The ski lifts in Obergurgl have enough capacities so we do not expect any waiting lines if the amount of persons allowed in the Gondolas have to be limited.

Which regulations apply in the restaurant?

Masks have to be worn upon entering, exiting and on the way to the buffet. At the buffet hands have either be disinfected or the from us provided gloves have to be used. Those regulations will stay in place the whole winter season no matter if they required by law or not.

Which regulations apply in the wellness area?

The high temperatures in the Saunas and steam bath deactivate the virus. Therefore no masks or minimum distance are set. However masks are mandatory In the wellness area itself.

Which regulations apply in the kid's club?

We follow the recommandations for kindergardens. Our staff will wear face shields. Kid's do not have to wear masks. Parents in the kid's club however are obligated to.

Do we have to wear masks in the hotel?

Currently masks have only to be worn in the restaurant (except at the table), in the wellness area (except in the Saunas) and in the kid's club (only parents).

If I fall sick with Covid 19, can I cancel free of charge?

Covid 19 is covered like any other sickness through a travel insurance you can finalize with us.

What happens if I catch Covid 19 during my stay?

If you suspect tob e caught the virus we are obligated to contact the information hotline 1450. They will test you. Until the test results are in you have to quarantine. Of course we will cater to all your needs during this period of time. Your results should be in within 48h.

What do I have to bring with me to Austria?

Bring masks, you will need them on several occasions.

Do I need a negative test to enter Austria?

For the latest informations please click [here](#).

Which actions are take by the hotel to protect ist guests?

Our year long proven cleaning and hygiene system was adapted to those new challanges. To make sure that our system works a we take tests at certain critical control points and let them analysze in a laboratory like we do already for years. Like always we try to take all actions as inconspicuous as possible.

Can we cancel free of charge if wellness areas have to be closed?

Since we are not a wellness hotel a closure of our saunas does not give grounds for free cancellations. However currently there are no talks in the government that would indicate such a move in the future.

Will there be Après Ski in Obergurgl?

All huts are working on different system to make sure you have a good time. But there will be no Après Ski in the shape or form of the previous years.