

Post COVID19 Booking & Cancellation Policy Modifications

In consideration of the virus outbreak and in order to facilitate our hotel guests to change or cancel their reservations, Grand Hotel Kurhaus will implement the following booking & cancellation policies:

1. Existing reservations for upcoming stay through June 15th 2020

a. Direct individual bookings

All existing reservations for arrivals through June 15th, 2020 can be changed or cancelled at no charge up to 24 hours before your scheduled arrival*.

b. Third-Party Individual Bookings

For individual bookings made by a travel agent or an online booking platform, guests will need to contact their agent/booking site and refer to their terms and conditions regarding refunds and cancellation fees.

c. Group & Event Bookings

For group and event bookings, please contact the hotel directly for all enquiries

2. New reservations for any future stay

a. Direct individual bookings

For Guests making new reservations for any future arrival date between today and the 31st of July 2020, we will allow the reservation to be changed or cancelled at no charge up to 24 hours before your scheduled arrival date*.

Please note that changes to the reservation will be subject to availability and rate differences.

b. Third-Party Individual Bookings

For individual bookings made by a travel agent or an online booking platform, guests will need to contact their agent/booking site and refer to their terms and conditions regarding refunds and cancellation fees.

c. Group & Event Bookings

For group and event bookings, please contact the hotel directly for all enquiries

*Important information:

- Some exclusions may apply. May exclude periods with special event restrictions or peak demand weeks.
- Individual reservation refunds of any kind (cash or credit voucher) may take up to 30 days from the date of cancellation to be processed.