



Overview

## OUR CANCELLATION POLICY

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### 1.1 FOR CANCELLATIONS BY YOU AS A GUEST:

Cancellations up to 28 days before arrival are free of charge. The deposit will be fully refunded. \*

From the 27th prior to start of the tour our general terms and conditions (GTC) apply.

Extract from our GTC's:

Cancellation up to 20 days prior to start of the tour: 20% of the total tour price;

Cancellation between 19 and 14 prior to start of the tour: 30% of the total tour price;

Cancellation between 13 and 8 days prior to start of the tour: 50% of the total tour price;

Cancellation between 7 and 4 days prior to start of the tour: 70% of the total tour price;

Cancellation 3 days prior to start of the tour and no-show: 90% of the total tour price.

Cancellation of the already started tour: 100% of the total tour price.

If you do not wish to travel due to the current situation, it is possible to make a free rebooking up to 14 days prior to arrival. Deposit will not be refunded. \*

\*This offer is valid for all our trips in 2022 until further notice.

### 1.2 IN CASE OF CANCELLATION BY ALPS2ADRIA:

If your arrival is not possible or allowed due to **official restrictions** such as **entry bans, exit bans, hotel closures, border closures or similar** in the country where the intended cycling tour is to take place, of course cancellation will be free of charge. The deposit will be refunded.

This cancellation policy ONLY comes into effect if we, as a travel agency, are forced by law to cancel the trip with our guests. For all other types of cancellation, paragraph 1.1 will apply.

### 1.3 INSURANCE

Travel cancellation insurance is not included in our products and must be purchased independently through third party providers.



## FREQUENTLY ASKED QUESTIONS (FAQ)

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### 1. WILL MY BOOKED CYCLING TOUR TAKE PLACE IN SUMMER?

Unfortunately, we cannot answer this question ourselves yet, as we lack long-term planning security due to the current Corona regulations.

Thus, at the moment we have no choice but to re-evaluate the current situation on a daily basis and react on time to new regulations and possible easing.

We plan all bike trips and tours, which you can find on our homepage. The trips and tours will only be cancelled the moment it is certain that they can NOT be carried out.

**Your booking will therefore automatically remain in effect until YOU HEAR FROM US. If necessary, we will cancel at least 1 month before the start of the tour.**

### 2. WHAT HAPPENS IF I BOOK A TRIP FOR THIS SUMMER AND CAN'T GO?

If you have booked a trip with us and cannot go, this is usually due to one of the following two reasons:

#### Alps2Adria cancels the tour due to Corona restrictions:

In this case you do not bear any risk. As soon as we have to cancel a trip as a travel agency, we will of course refund your money or issue a voucher that you can use for another Alps2Adria trip/tour of your choice or rebook your arrangement directly on an alternative date. You can decide which procedure you prefer. *(See paragraph 1.2 on page 1).*

#### You cancel the booking on your own initiative, although we are able to carry out the trip/tour:

If this occurs and you cancel the trip/tour on your own initiative, our terms and conditions and our eased cancellation policy will apply. *(See paragraph 1.1 on page 1)* We therefore always recommend that you obtain travel cancellation insurance. Our tip: Please also check the insurance for possible claims in case of corona illness/quarantine. Pandemic-related cancellations are handled differently by each insurance company.

**All in all, booking a cycling trip remains risk-free even in times of Corona if you have a suitable travel insurance.**

## FREQUENTLY ASKED QUESTIONS (FAQ)

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### 3. I WOULD LIKE TO TRAVEL WITH ALPS2ADRIA THIS SEASON, BUT I AM HESITANT TO BOOK DUE TO THE HIGH INCIDENCE AND RESTRICTIONS. IS THIS REASONABLE?

Many customers and interested persons are currently expressing these concerns when planning their vacations and it is certainly understandable in the current situation. After all, no one can currently predict which form of travel will be possible in the summer of 2022. Even though there is hardly any planning certainty at present, we recommend that you book the desired trip early. We have prepared favorable cancellation conditions for our guests in these times and have also made provisions for the worst situation - which hopefully will not occur. (See question 2).

However, if you book a bike trip in the SHORT TERM, demands for available places may increase sharply, even on short notice, if several guests have the same thought. Depending on the booking situation and demand, the tours may then be booked out very quickly. Especially single rooms may not be available anymore or extra charges may apply, because our partner hotels are already fully booked and only other categories are available. **Therefore, it makes sense to book now!**

### 4. I DON'T WANT TO TRAVEL TOO FAR ABROAD THIS YEAR. DO YOU ALSO OFFER ALTERNATIVES SOLELY WITHIN AUSTRIA?

If you don't want to spend your vacation abroad this year, our portfolio includes numerous tours in Austria. Enjoyable tours either leisurely around the lakes or along the Drava cycle path - from one place to another or a one-hotel based tour in beautiful cycling regions can be just as relaxing as a week on a Mediterranean beach. One advantage: you don't have to travel far to spend a fabulous vacation by bike.

### 5. HOW ARE YOU DOING IN THE OFFICE AT THE MOMENT?

As we have done since the beginning of the Corona crisis or the first lockdown, we are not letting our heads hang down. Instead, we are using the time wisely working daily on planning and organizing our bike trips and preparing for the next season in the summer of 2022 with optimism - after all, there is a lot to do! **Our office is open on a daily basis from Monday to Friday (except holidays)** to our guests for various questions, inquiries or booking requests. You see - there is always something going on here!

**YOUR ALPS 2 ADRIA TEAM**

BIRGIT KRAMER, BETTINA BUCHACHER, ALENKA ORASCHE, HILDE MITTERBERGER, CLAUDIA TSCHERNE AND  
FREDDY MAIR