

Cancellation Policy

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1. In case of cancellation of the reservation, the following conditions apply:

- In case of cancellation 2 weeks or earlier before the arrival date; no cancellation fees.

- In case of cancellation from 14 days to 6 days before the arrival date; 50% cancellation fee.

- In case of cancellation 5 days or less before the arrival date or in case of no-show; 100% cancellation fee.

2. The cancellation conditions can only be deviated from at the discretion of the owner or manager (for example in case of calamities).

3. To be eligible for any refund, the cancellation must be communicated directly to the owner by email or telephone.

4. After consultation, the agreed amount will be transferred within two weeks.

5. No refunds will be made in case of early departure.

6. Pension Terra can only cancel the reservation agreement in case of force majeure, natural disaster, extraordinary weather conditions, fire, death of the owners or family, hospitalization or unannounced sale.

7. In one of these cases, the owner or manager will offer the guest an alternative as soon as possible.

8. If no alternative is possible or the guest does not accept the alternative offered, the full amount will be refunded. Any other costs resulting from the termination will not be reimbursed by the owner.

10. We recommend that you take out travel and/or cancellation insurance.