

Planning reliability despite Covid-19

Dear customers,

The current situation of corona disease (Covid-19) naturally leads to general uncertainty as to whether you would like to take advantage of your forthcoming stay at Cliffview or would prefer to postpone it.

We are also frequently contacted by our rebookers:

Most of our guest's book up to a year in advance. Many guests at the resort block their preferred room for their next stay at Cliffview even before they leave.

Here, too, there is uncertainty among some guests as to how far they can currently make long-term plans.

Whether it's trips at short notice or bookings for the coming months:

With our current special conditions for a possible postponement of your trip, we would like to give you planning security for your upcoming stay at Cliffview.

The special conditions explained below enable you to plan your stay at Cliffview with our promise that, in the event of a change in the risk assessment of the general corona situation, you will be able to reschedule your stay at Cliffview without any financial disadvantage.

These special conditions are valid until further notice for all existing and new bookings (arrival by 01.10.2021).

We hope to have found a solution in your interest with these special conditions. In order to be able to offer you these special conditions, we ask you to pay the deposit and the balance of your booking according to the valid deadlines. As a family business, we feel that, especially in a situation like this, we have a great responsibility to fulfil our obligations towards our employees and local suppliers. For this we are also dependent on your support.

We thank you and look forward to welcoming you soon at

Cliffview Ayurveda!

1. Special conditions for existing bookings for arrival until 01.12.2021

If you arrive between 01.08.2020 and 01.12.2021, we offer you to postpone your stay up to 14 days before arrival by up to three years (the date of initial arrival applies). Payments already made will remain on your customer account and will be offset against the future stay of at least the same duration. Any remaining payments are due according to the original payment conditions. Of course, you still have the possibility to cancel your stay according to the cancellation conditions mentioned in the general terms and conditions. Should you make use of the “Special Conditions for Cancellation of Stays due to the Corona Virus” and cancel your stay completely afterwards without having booked a new stay within the three years, the cancellation fees mentioned in the General Terms and Conditions will be charged as if you had cancelled at the time of the first postponement of the stay. The cancellation fees will either be deducted from your credit balance or, if applicable, invoiced subsequently. Excess credit will be refunded of course.

If you cancel a booking that has been postponed and confirmed under the “Special Conditions for Cancellations of Stays due to the Corona Virus”, the cancellation fee will be at least the amount that would have been due if the original booking had been cancelled at the time of the first postponement of the stay. Short-term cancellations can lead to higher cancellation fees in this case. These fees will then be deducted from your credit balance or, if applicable, will be charged subsequently. Excess credit will be refunded of course.

If you postpone your stay under the “Special conditions for cancellations due to the Corona virus” and do not arrive (“No-show”) within three years, your credit will expire.

2. Special conditions for new bookings

If you book before 01.10.2021, you have the possibility to postpone your trip once until 14 days before your planned arrival free of charge for up to three years (the date of initial arrival applies). Payments already made will remain in your customer account when you use the rebooking option and will be fully credited to the rebooked stay. A payment, transfer or other use is not possible.

Of course, you still have the possibility to cancel your stay according to the cancellation conditions mentioned in the general terms and conditions. Should you make use of the “Special conditions relating to the Corona virus for bookings at the Cliffview” and cancel your stay completely afterwards without having booked a new stay in the three years, the cancellation fees mentioned in the general terms and conditions will be charged as if you had cancelled at the time of the first postponement of your stay. The cancellation fees will then be deducted from your credit balance or, if applicable, subsequently. Excess credit will of course be refunded.

If you also cancel a booking that has been postponed and confirmed under the “Special conditions relating to the Corona virus for bookings in the Cliffview”, the cancellation fee will be at least the amount that would have been charged if the original booking had been cancelled at the time of the first postponement of the stay. Short-term cancellations of the postponed booking may result in higher cancellation fees (according to the General Terms and Conditions). These fees will then be deducted from your credit balance or, if necessary, demanded later. Excess credit will also be refunded of course.