



GSTAAD PALACE
SWITZERLAND

Cancellation Policies

Valued Palace Guests

Flexibility has been paramount to us for 108 years and remains so all the more in this current situation. To ensure you can book with the highest possible flexibility, we have adapted our booking conditions.

We very much hope that you will find the terms detailed below helpful and kindly ask you to take note of them.

Extract from the General Terms and Conditions

5.5.2 Cancellation clause for the client (due to pandemic, valid only until 30.9.2021)

The client can cancel his reservation free of charge at any time prior to his arrival,

a) if massive restrictions are imposed on international and national travel through an official order by the relevant government institutions, which actually includes border closures or classifications as risk regions and thus goes beyond a simple travel warning; or

b) if the client shows Corona symptoms and can prove this by means of a medical certificate; or

c) should the restrictions mentioned under a) and b) occur during the stay at the hotel and should the client therefore wish to shorten his stay, he can cancel the remaining nights free of charge.

Additional clause for bookings with Groups & Events Character:

Point a), b) and c) do not apply to bookings with Groups and/or Events character. Those bookings may be cancelled or shortened under the above given circumstances. The amount concerned will be credited 100% towards a future stay within 365 days of the original date of stay (deposit).

For further information, we recommend you read our [General Terms and Conditions](#).

Valued guests, in the current situation we are placing special emphasis on remaining true to our history, our values and our principles of service, to ensure that your visit will be as memorable as always.

We would like to thank you in advance and look forward to welcoming you in Gstaad very soon.

Your Palace Team