

# Supplements to the Cancellation Terms and Conditions

## HAVE YOU BOOKED A DAILY RATE DIRECTLY THROUGH SUNSTAR?

Guests with flexible and/or refundable rates can cancel or rebook their reservation free of charge provided that at the time of booking the country of origin was not yet classified as a risk country and provable connection with Covid-19 can be demonstrated which makes it impossible for them to stay in the hotel or travel to the region (e.g. Switzerland or the region is classed as a risk country/area, or a guest contracts Covid-19).

## HAVE YOU BOOKED A FIXED RATE DIRECTLY THROUGH SUNSTAR?

Guests with a **FIXED** rate (non-refundable rate) who planned to stay in one of our hotels **up to and including 31 January 2021** can postpone their reservation to a later date without incurring any rebooking fees (subject to availability and applicable rates) or, on presentation of their voucher confirming deposit payment (issued by the hotel), can count that towards another booking at the same Sunstar hotel within a year of the date of issue. This applies on condition that the booking was made before 11.11.2020 and a justifiable and verifiable connection with Covid-19 can be shown which prevents the guest from staying at the hotel or travelling to the region (e.g. Switzerland or the region has been classed as an at-risk country/area, or in the case of illness associated with Covid-19).

## CONDITIONS APPLYING TO THE VOUCHER CONFIRMING DEPOSIT PAYMENT:

- The voucher is personal and non-transferable.
- The voucher is valid for 1 year from the date of issue and can be redeemed at the same hotel.

**To change your booking date or request a voucher, please contact the hotel directly.**

## HAVE YOU BOOKED THROUGH A THIRD PARTY?

Guests **who booked via a travel agency, an online booking platform or another third party** should contact their booking agent directly to rebook, cancel their stay or request a voucher. The booking agent will explain the options for changes, cancellations or vouchers that apply to your booking.