



COVID-19

During these strange times, we are facing lots of uncertainties and have therefore adapted our cancellation policy

A **full refund** up to the date of arrival (or a credit for another stay if preferred) will be offered in the following cases:

- Border shutdown by Andorran government
- Border shutdown by your country's government or by the transiting country
- Travel limitation around your home
- Banning of non-essential trips
- Flight's cancellation due to Covid-19 (email from the airline compagny)
- Shutdown of airports / train stations in your country or in the transit country
- Compulsory quarantine imposed by Andorra or by your country
- Guest tested positive up to 14 days before the arrival (medical certificat)
- Hotel shutdown by government order
- Ski resort / lifts shutdown by government order

For any other reason, the usual cancellation policy will apply.