

Book safely with free cancellation insurance

Money back guarantee in case of Covid-19 illness or quarantine

Winter holidays in Vorarlberg are safe. This is the goal of the [Winterkodex Vorarlberg](#) with its variety of measures for unusual circumstances this winter season. So that all guests can already make the most of the highest level of safety at the time of booking, every overnight stay in Vorarlberg in the winter season 2020/21 is protected by free cancellation insurance.

If a guest or family member from the same household tests positive for Covid-19, the insurance covers the cancellation costs of overnight stays and meals in the tourist accommodation. The same applies if quarantine is officially ordered by the authorities. Guaranteed.

This free Covid-19 cancellation insurance is valid for all bookings in tourist accommodation - even for those that have already been made. Therefore it provides each holiday guest with more safety precautions. And gives them a greater chance to look forward to their holiday.

FAQ

What does the Covid-19 cancellation insurance cover?

The insurance provides full compensation for cancellations before the start of the trip. It is applicable in the event of Covid-19 illness or the authorities officially order a quarantine of guests or their family members in the same household. The only requirement is a cancellation invoice of the accommodation, a positive Covid-19 test or a quarantine order.

The cancellation costs of the tourist accommodation for overnight stays and meals or for the booked lump sum for the period from 1.11.2020 to 31.5.2021 will be reimbursed. Up to 3,000 Euros per person will be reimbursed, i.e. up to 12,000 Euros for a family of four.

What doesn't the insurance cover?

In the event of cancellations due to increasing numbers of Covid-19 infections in Vorarlberg or travel warnings to Vorarlberg, as well as in the event of illness directly at the holiday destination, the cancellation conditions of the respective tourist accommodation apply. The same applies if, e.g. a ski resort, has to be partially or fully closed at the holiday destination.

If the accommodation itself is closed, this generally qualifies as termination of the accommodation agreement by the accommodation. In such a case, cancellation fees normally do not apply. The COVID-19 cancellation insurance does not cover such an event.

Are really all guests in Vorarlberg covered?

Yes, and you do not have to do anything to get your booking protected. All guests staying at tourist accommodation in Vorarlberg who pay the local tourism taxes and book in the winter season 2020/21 are automatically covered. This includes all commercial and private accommodation providers, including hotels, bed and breakfast accommodation, guesthouses, private room rentals, farm vacations, camping sites, holiday apartments and houses.

As of when is the COVID-19 cancellation insurance for Vorarlberg valid?

The insurance is valid for all bookings at accommodations with a planned stay between 1 November 2020 and 31 May 2021. If you have already booked your stay in Vorarlberg in recent weeks or months, you will benefit from the insurance as well.

I already have a different cancellation insurance policy, for example on my credit card. What use does the Covid-19 cancellation insurance provide for me?

Conventional cancellation insurance often does not cover pandemics or only based on certain conditions. Cancellation insurance for Vorarlberg, on the other hand, guarantees reimbursement of costs in the event of illness or quarantine, regardless of how the pandemic develops. Your existing cancellation insurance protects you against the cancellation costs incurred in case of other illnesses and accidents.

What do I have to do if I want to claim the Covid-19 cancellation insurance for Vorarlberg?

Please send the cancellation invoice from your accommodation together with the positive Covid-19 test result or the official quarantine notification directly to claims.at@allianz.com

The complete set of information as well as FAQ can be found at <https://winterkodex.vorarlberg.travel/corona-stornoversicherung>

Our insurance partner is at your direct disposal for any other questions:

Allianz Travel

Hotline Allianz: +43 1 525 03-6851

Email Submission of claims Allianz: claims.at@allianz.com

General questions Allianz: service.at@allianz.com