



into  
the  
dolomites

**HOLIMITES.COM CONDITIONS AND PENALTIES  
FOR CORONA VIRUS EMERGENCY  
updated on October 30<sup>th</sup> 2020 at noon (CET)**

1. Bookings of Holimites holiday packages

- a) Our guests have the possibility **to move the amount paid, without any penalty**, to a voucher. The voucher can be used for a future booking. The new booking must be confirmed and completed within 30<sup>th</sup> April 2022.  
You can use the voucher to book any package through Holimites and the voucher is also transferable to another person.  
The cancellation of the existing reservation must be made within 30 days prior the date of arrival.
- b) If the guest prefers to cancel the booking and get a refund, Holimites will **refund the amount paid** subtracted by a cancellation fee that amounts at € 50,00 per person.  
The cancellation of the booking must be made **within 45 days prior arrival date**.  
If the cancellation is made after 45 days and within 30 days prior to arrival date, the amount paid will be available in form of a voucher (as described in point 1a)

2. Guided tours 2021

- a) Generally, the guided tours organized by Holimites don't have a minimum number of participants. But since we give our costumers the possibility to cancel the trip without penalty, we are forced to take advantage of the possibility to cancel a guided tour if we are not able to cover the fixed costs. Holimites is entitled to cancel the guided tour 40 to 30 days before the start of the tour. In this case the amount paid by the customer will be totally refunded or can be moved to the next vacation without any penalty.

The above withdrawal conditions are valid as long as the COVID-19 situation persists. Once the COVID-19 emergency is passed, the original withdrawal conditions of the standard contract will be applied. Holimites is entitled to update this conditions at any time, adapting them to the processing of the COVID-19 emergency. Customers with currently active reservations will be notified promptly.

All the changes, as well as the cancellation of the booking by the costumer, must be made by e-mail at [info@holimites.com](mailto:info@holimites.com)

Other important and useful links:

- Südtirol.info: [www.suedtirol.info/en/information/coronavirus](http://www.suedtirol.info/en/information/coronavirus)
- AltaBadia.org: [www.altabadia.org/en/winter-holidays/ski-holidays-dolomites/guidelines.html](http://www.altabadia.org/en/winter-holidays/ski-holidays-dolomites/guidelines.html)
- Autonomous province of Bolzano: <http://www.provincia.bz.it/sicurezza-protezione-civile/protezione-civile/coronavirus.asp>

**holimites**

**vacanze e sport  
nelle dolomiti**  
holidays and sports  
in the dolomites

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