Flexi-Cancellation

With our Flexi-Cancellation you can receive a refund in the event of cancellation or interruption of your holiday. In the following cases, Flexi Cancellation can cover the cancellation costs:

Illness, accident or death:

- of the person concerned, his or her partner or a relative up to the 2nd degree, including in-laws.
- the person who lives with the person concerned and for whose maintenance and care they are responsible.
- the official fiancé(e) and their parents up to the 1st degree relatives.
- the person responsible for the care of the underaged or disabled child of the person concerned

Dismissal of the person concerned or his/her spouse by the employer for economic reasons.

Cancellation of leave that has already been authorized

- due to the unavailability of a colleague to replace the person concerned as a result of illness, accident or death of the colleague.
- in the case of a new employment contract in which the person concerned is required to be present for an uninterrupted period of at least 3 months.

Unavoidable presence as a self-employed person due to the unavailability of a professional substitute due to illness, accident or death

Serious material **damage to property** owned or rented by the person concerned, including theft, occurring within 30 days prior to the date of arrival.

Compulsory presence of the person concerned as a **witness or juror in court**.

If the person concerned or a member of their family up to the 1st degree of kinship is invited or entrusted with:

- **Legal transactions** by public authorities, during the adoption of a child.
- An urgent **organ transplant** (as donor or recipient).

Pregnancy complications in the pregnancy of the person concerned or a family member up to the 1st degree of kinship, including premature delivery at least 1 month before the due date.

Pregnancy of the person concerned, provided that the trip was planned to take place during the last 3 months of the pregnancy and the pregnancy was not known at the time of booking.

Theft or total disablement of the private vehicle of the person concerned as a result of a road accident or fire occurring within 7 days before the date of departure or during the journey to the holiday destination. However, car breakdowns are excluded from the guarantee.

The following cases are excluded from cost coverage:

- **Mental, neuropathic and psychosomatic disorders**, unless there is a hospitalization of at least one week;
- **Abortions**;
- **insolvency** of the person concerned;
- **delays** caused by traffic jams or other ordinary events;
- **Administrative costs**, such as visa fees and similar expenses;
- **Intentional acts** of the person concerned;
- **Suicide** of the person concerned;
- **Alcohol abuse** or the use of drugs or addictive substances not prescribed by a doctor;
- **Natural disasters** such as avalanches, rockfalls, landslides, masses of snow, frost, high water, floods or storms;
- the effects of **nuclear or atomic accidents** or radiation;
- **war, strikes, riots, civil war or group violence**, unless the person concerned can prove that there is no causal link between the claim and the event that caused it;
- **Travel restrictions** resulting directly from the declaration of an epidemic or pandemic by international health authorities lead to cancellation exclusions. There is only a claim if the person concerned falls ill before travelling. A medical certificate is required to justify this cancellation.

Important information:

In the event of a holiday interruption due to one of the above cases, the refund costs will be calculated on the basis of the total price and the number of unused nights.
Example: You have booked a 7-night stay for 1000€. So you have paid 142.85€ per night. You have to leave earlier and 3 of the 7 nights cannot be used. In this case, you will be refunded 3 x 142.85€.

If you wish to cancel your stay, please send an email to info@casapilot.com

Refund conditions

In the case of cancellation, you will be refunded the cancellation costs and any overpayments (security deposit, additional costs, etc.). The amount paid for the Flexi-Cancellation is excluded from the refund.

For bookings with a rental amount of more than 10.000€ (excluding service charges, security deposit and Flexi fee), the following refund policy applies:

- You will receive a basic amount of 10.000€.
- You will receive an additional 20% on the amount exceeding 10.000€.
- The maximum total refund is 32.000€.