



## Definitions

**Arrival** = check-in date on your confirmation.

**Days** = are calendar days; the property's local time applies.

**No-show** = failure to check in on arrival day without notice.

## Deadlines & Fees

Up to 30 days before arrival: 0% (free cancellation)

From 29 days: 100%

*Example. Total price €5,400 → cancellation 10 days before arrival = 100% cancellation fee = €5,400.*

## 2) How to Cancel

Please cancel in writing by e-mail to [mail@loftigo.de](mailto:mail@loftigo.de). Effective upon receipt (our inbox timestamp).

## 3) Set-off & Refunds

Any prepayments will be set off against the cancellation fee.

If a balance is due to you, we refund within 10 banking days to the original payment method.

Bank/processing fees and currency differences are borne by the guest.

## 4) Early Departure / Partial Cancellation

Unused nights after check-in are treated as a cancellation within 0–13 days → 100% of the remaining services.



## **5) Rebooking & Replacement Guest (Goodwill)**

Subject to availability. If we resell the cancelled nights, we'll refund proportionally (less reasonable costs).

## **6) Special Rates**

"Non-refundable"/Saver rates may have different terms; those prevail.

## **7) Force Majeure**

Statutory rights remain unaffected. For officially recognized events beyond both parties' control, we will consider rebooking/credit on a fair-use basis.

## **8) Governing Law**

The law of Germany applies; mandatory consumer protection at your place of residence remains unaffected.

Last updated: 25 Aug 2025.