



Dear guests of Lipno Lake Resort,

We understand that it is **very complicated to plan your holiday in advance** regarding the current **worldwide pandemic of Covid-19**. Therefore, we are ready **to look for a solution to sudden obstacles in your stay at our resort**, which are related to the disease Covid-19, **flexibly and without charge** by means of **rescheduling your booked dates to another period**. The only required price difference for the shifting can be the difference between different seasons. Moreover, **we have changed our cancellation conditions temporarily** for the cases when the rescheduling of your stay is not possible. **The changed conditions specifically determine the cases connected with the obstacles caused by the disease Covid-19** and they are valid for the stays booked **from 01/10/20 to 31/08/21**.

You can require the shifting of the date of your stay **in the following cases**. Provided that we mutually do not find a new date for your alternative stay, you can apply the temporary specific cancellation conditions for obstacles connected to Covid-19, and we will pay back the whole part of the price of your stay that has already been paid.

- 1) If at least 1 member of your family booked for the stay in our resort **becomes ill with Covid-19** and you report this fact 24 hours before your first day of your stay at the latest, i.e. no later than at 3 p.m. of the day that precedes the check-in day. This fact must be documented by a medical report – a medical certificate.
- 2) If at least 1 member of your family booked for the stay in our resort is obliged **to undergo the compulsory quarantine in connection with Covid-19** and you report this fact 24 hours before your first day of your stay at the latest, i.e. no later than at 3 p.m. of the day that precedes the check-in day. This fact must be documented by a medical report – a medical certificate or an official confirmation from the public health authority.
- 3) If you are **not enabled to transport from your place of stay (usually from abroad) to Lipno Lake Resort** because of restrictions that do not allow you to cross the borderline or cross the regions on the basis of a complete ban or a compulsory quarantine (it is not related to the duty of showing the negative test for Covid-19) that are ordered by official Czech authorities or foreign state offices.

We believe that these measures help you **to book your stays in Lipno Lake Resort for the forthcoming winter and summer seasons without any worries** and that you appreciate them and remain faithful to our resort.

Your Lipno Lake Resort team