



CANCELLATION CONDITIONS & GENERAL BOOKING INFORMATION

CANCELLATION TERMS

Room cancellations are only valid in writing.

Adjusted cancellation conditions for the winter season 2021/22

(1) Up to 14 days before the agreed arrival date of the guest, the accommodation contract can be cancelled by both contracting parties by unilateral declaration without payment of a cancellation fee.

(2) In the event of cancellation between 13 days and 7 days before the agreed date of arrival, a cancellation fee of 70% of the agreed package price shall be payable.

(3) In case of cancellation 6 days or more before the agreed arrival date or no-show, a cancellation fee of 90% of the total price is payable.

In the event of an active travel warning in your home country or a ban on entering or lockdown in Austria, bookings can be cancelled free of charge.

We will gladly book the deposit onto your next stay or return the amount to you immediately if you wish.

For further information please see the following link:

[General Terms and Conditions for the Hotel Industry \(AGBH\)](#)

TRAVEL CANCELLATION INSURANCE

In your own interest, we ask you to take out travel cancellation insurance - quite simply

online here: <https://start.europaeische.at/index.php?key=hsp&AGN=10012288>

Corona pandemic: The latest information about the Corona pandemic and related travel

travel insurance cover can be found here:

<https://www.europaeische.at/service/reisemagazin/artikel/information-zum-neuartigen-coronavirus-covid-19-and-cancellation-insurance/>

Furthermore, many credit card institutions already offer cancellation insurance, please contact your credit card company for more details.



SURCHARGES

Christmas 24.12. € 40,-- per person (from 16 years), € 20,--per child (from 4 up to and including 15 years)
New Year's Eve 31.12.

New Year's Eve 31.12. € 100,-- per person (from 16 years), € 50,-- per child (from 4 up to and including 15 years). Drinks and fireworks are included in the party.

The supplements are obligatory.

ARRIVAL

In Austria, winter tyres are compulsory from 01.11. to 15.04.

The last section on Hochgurgl is cleared by the winter road clearance service, but snow chains are required in the event of heavy snowfall.

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-Rooms on arrival: ready for occupancy from 14.00 hrs.

-Rooms on departure: please vacate by 10.00 a.m.

REDUCTION

When booking without dinner € 15,-- per person (from 4 years) will be deducted.

For bookings without breakfast, € 15,-- per person (from 4 years) will be deducted.

DOGS

For your dog we charge € 18,-- per day (without food), please register your dog in advance.

PAYMENT

Per week and room/suite 30% of the total tour price will be charged as a deposit.

You give us your credit card number with expiry date and check digit (credit card data will be sent to us by (Please send us your credit card details via the link in the booking confirmation, by fax or by telephone) and we will debit the amount.

Accepted credit cards: Master Card/Visa / Maestro / Diners Club

You are welcome to pay by bank transfer (please state date and name - bank details can be found in the footer).

- please note that additional charges apply for deposits from Swiss accounts