



CANCELLATION CONDITIONS & GENERAL BOOKING INFORMATION

CANCELLATION TERMS

Room cancellations are only valid in writing.

In the event of border closures, travel warnings for Tyrol, officially imposed hotel closures or a renewed lockdown by the government, we offer you as our guests the following alternatives:

1.) You rebook your holiday at Hotel Riml for another period. In this case, the deposit would remain at the hotel and be used for the newly booked holiday. Of course, you can also tell us the new desired date only after a few months.

2.) You cancel your holiday with us free of charge. In this case, we will, of course, transfer the deposit back to you immediately. For this we need your bank account details (IBAN and BIC).

Despite the difficult times, we are very keen to ensure that you and your family have a safe holiday to your heart's content with us at Hotel Riml.

Should you unfortunately have to cancel your holiday with us at Hotel Riml for any other reason, our regular cancellation conditions apply:

There are no cancellation fees up to 3 months before the start of your holiday.

Up to 1 month before the start of the holiday, we charge 40% of the total holiday price.

From 1 month to 1 week before the start of the holiday, we charge 70% of the total holiday price.

In the event of cancellation one week (or less) before the start of the holiday, 90% will be charged.

In case of no show or on the day of arrival we charge the total price.

Room cancellations are only valid in writing.

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

New Year's Eve 31.12. € 100,-- per person - 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 will be deducted.

For bookings without breakfast, € 15,-- per person will be deducted.

DOGS

For your dog we charge € 25,-- 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