

- ❖ Reservation of rooms or apartments are legally valid contracts, that come about through a declaration of intent orally on site or by telephone or in writing by post, fax, SMS, e-mail or booking form between the accommodation establishment and the guest and fellow passengers
- ❖ In case of no-show, late arrival or early departure, the guest must expect to pay a cancellation fee. As is usually the case with private rentals in Austria, the Austrian hotel contract terms of the Austrian Hotel Association are used for this purpose, but we have only adopted a modified weaker version for our rental.
- ❖ Even understandable reasons such as injury, illness and other circumstances are not grounds for free cancellation in Austria!
  - In cases of severe misfortune, it is the responsibility of the host to find mutually acceptable arrangement with the guest.
  - Therefore, guests are generally advised to take out travel cancellation insurance with the insurer of their choice, which covers all possible reasons for cancellation.
- ❖ Generally, no cancellation fee is payable if the reserved rooms can be rented out to other people for the same or a larger booking. This can be achieved through mediation by the landlord or the guest, who provides a replacement.
  - If the accommodation is rented to other persons to a lesser extent than stipulated in booking contract, the host must of course deduct this fee from the cancellation fee.
- ❖ Before the arrival date, the booking contract between host and guest can be terminated by either party through a unilateral declaration:
  - The cancellation fee applies only to the accommodation price, excluding additional fees, taxes and charges
  - Up to one month before the guest's agreed arrival date without payment of a cancellation fee (instead of up to 3 months in advance as usual)
  - One month to two weeks before the agreed arrival date, subject to a cancellation fee of 30% of the reservation amount. (instead of three to one month in advance, with 40% as usual)
  - Two to one week before the agreed arrival date, upon payment of the cancellation fee amounting to 60% of the reservation amount. (Instead of one month to one week in advance, the usual rate is 70%)
  - In the last week before the agreed arrival date, a cancellation fee of 80% of the reservation amount is payable (instead with 90% as usual)
- ❖ This applies within an even shorter timeframe: The accommodation provider can demand 100% of the accommodation price as a cancellation fee if the non-arrival, late arrival, or early departure results in the accommodation no longer being rented to anyone else and the operating costs, such as pre-heated accommodation, etc. become fully bearable!
- ❖ On the day of arrival, we guarantee access to the reserved rooms from 3 p.m., except for special arrangements for a possible earlier arrival.
  - The accommodation provider has the right to withdraw from the contract if the guest does not arrive by 6 p.m. on the agreed arrival day, unless a later arrival time has been agreed.
  - It is then incumbent upon the landlord to try to find another tenant for the unused accommodation
  - Has the guest made a deposit, so the reservation will remain valid until at least 10 a.m. the following day
- ❖ On the day of departure, the guest rooms must be vacated by 10 a.m., except for possible special agreements