

# General Terms and Conditions

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Dear guest,

Please note the following conditions. You accept these conditions by accepting our offer.

## 1. CONCLUSION OF THE CONTRACT

- 1.1. With your booking you make a binding offer to us to conclude a contract. The following General Terms and Conditions apply to the contract.
- 1.2. If the content of the confirmation differs from the content of your enquiry, we have not accepted your offer. We are bound by our modified offer for 2 days. If you do not accept our new offer within this period, it will expire.

## 2. BOOKING INFORMATION/PAYMENT

- 2.1. Please book up to 14 days before the date of arrival so that we can contact you if necessary. For bookings at short notice, please contact us by telephone.
- 2.2. Upon conclusion of the contract, a deposit of 50% of the total price, but at least €50, is due from the guest. For reservations made up to three days before the start of the desired stay, the full price of the booking must be paid in advance. Only then can a reservation be bindingly confirmed. This deposit will be deducted from the accommodation fees.
- 2.3. The balance of the total price of the stay is due on arrival, i.e. it must be received by us by this time at the latest without any further request for payment or must be paid on site.
- 2.4. In the event of non-payment and late payment, we shall be entitled to withdraw from the contract. We may also demand additional compensation for non-fulfilment.
- 2.5. If payment is made by direct debit from an account or by debiting a credit card, the disclosure of the bank or card details authorises us to collect the agreed amounts. Your consent to this is deemed to have been given.

## 3. SERVICES/PRICES

- 3.1. The descriptions and prices in our brochures valid for the travel period and the price lists and information published on our website apply to the contractual services. However, we expressly reserve the right to declare a change to the brochure information for objectively justified, significant and unforeseeable reasons prior to the conclusion of the contract, about which we will provide information as far as possible. It is not possible to conclude a contract subject to conditions.
- 3.2. If your booking includes different seasons, the travel price is calculated pro rata according to the applicable price tables in the brochure valid for this travel period.
- 3.3. Your arrival must take place between 14 pm and 17 pm on the day of arrival and departure by 11:00 on the day of departure. Deviations from this are only possible by mutual agreement.

## 4. PETS

**Pitches & tent pitches:** If pets are brought onto the pitches, the campsite's house rules apply. A maximum of 3 pets are allowed per unit.

## **5. CANCELLATION BY THE CUSTOMER/REBOOKING**

- 5.1. You can withdraw from the booking at any time before the start of the trip. The withdrawal must be declared in writing, taking into account that processing is only possible on working days within our business hours.
- 5.2. If you wish to rebook/change your booked pitch/apartment after conclusion of the contract, we will try to fulfill this request.

## **6. NO-SHOW AND UNUSED SERVICES**

If the tenant does not take possession of the booked object at the agreed time, he will inform us immediately. We will endeavour to find a new tenant. The costs associated with the search shall be paid by the original tenant; a cancellation fee of at least 50.00 euros will be charged for pitches, even if a replacement tenant is found. If a new tenant is not found, the following cancellation guidelines apply:

### **6.1. Pitches & Campsites**

- 6.1.1. In the event of cancellation in writing no later than 2 months (61 days) before the planned arrival date, the deposit will be retained for a full year, minus a processing fee.
- 6.1.2. In the event of a written cancellation received between 60 days and 15 days before the date of arrival, 50% of the total amount will be charged.
- 6.1.3. Cancellations made in writing at less than 15 days' notice will be charged at 100% of the total amount.

### **6.2. Apartments**

- 6.2.1. In the event of cancellation in writing no later than 2 months (61 days) before the planned arrival date, the deposit will be retained for a full year, minus a processing fee.
- 6.2.2. In the event of a written cancellation received between 60 days and 15 days before the date of arrival, 50% of the total amount will be charged.
- 6.2.3. For cancellations made in writing at less than 15 days' notice, 100% of the total amount will be charged.

In the event of only partial rental, the tenant shall owe us the difference to the full rental price. However, the tenant is entitled to prove that there is no damage or that the damage is significantly lower. Hidden defects in the pitch/apartment or its furnishings do not entitle the tenant to refuse to pay the rent or to reduce the rent unless we were aware of the defect. Offsetting against claims arising from the rental relationship is only possible with undisputed or legally established claims.

## **7. WARRANTY AND DUTY TO COOPERATE**

- 7.1. In the event of any service disruptions, you are obliged to do everything reasonable within the scope of your legal obligations to help remedy the disruption and minimize any damage that may arise.
- 7.2. You may demand a corresponding reduction in the travel price for the duration of the non-contractual provision of the service (reduction), provided that you have not culpably failed to report the defect.
- 7.3. If the stay is significantly impaired as a result of a defect and we do not remedy the situation within a reasonable period of time, you may terminate the contract in writing within the framework of the statutory provisions, stating the defect.
- 7.4. Irrespective of the reduction or termination, you may claim damages for non-performance, unless the defect in performance is due to a circumstance for which we are not responsible.

**8. DATA PROTECTION AND DATA USE**

We will only use your data in accordance with data protection regulations for the purpose of organizing the trip and for your application. You can object to the use of your data for application purposes at any time. Your data will only be transmitted to third parties to the extent permitted by law, e.g. to determine your probable payment behavior.

**9. JURISDICTION**

- 9.1. Austrian law applies
- 9.2. The place of jurisdiction for legal disputes is Dornbirn.

**10. EFFECTIVENESS**

If one of the above provisions is or becomes invalid, this shall not affect the validity of the travel contract and the remaining provisions shall remain valid.