

Terms of Contract - General Terms and Conditions

After receipt of the deposit you will receive the booking confirmation, this is then the conclusion of the contract.

During certain periods, only bookings that meet a minimum length of stay can be accepted. You will be informed of this in advance via the enquiry and the following reservation confirmation.

Payment: You will receive our bank details with the reservation confirmation. The deposit, amounting to 50% of the invoice total, must then be transferred. We ask you to make the payment on time, otherwise your booking will be at risk. If the payment deadline is exceeded by more than 7 days, we are entitled to an extraordinary right of termination without special notice. The tenant must then bear the costs in accordance with our cancellation conditions.

Cancellation Policy:

- Cancellation is possible free of charge up to 31 days before departure
- From 30 days to 14 days before departure 50%.
- Within the last 14 days before arrival, this also applies to no-shows, late arrivals and early departures, 100 % of the tour price.
- Cancellations must be notified in writing.
- If you have booked through a third-party provider, different conditions are possible.

During the main season (see under the season times of the individual suite descriptions on our homepage "www.schlosskopf.com"), a free cancellation is only possible up to 31 days before departure. Otherwise, the entire tour price will be due for payment.

We recommend taking out travel cancellation insurance, such as with Europäische Reiseversicherung.

In the event of a later arrival or early departure, or if you do not commence your journey without informing us, we retain our full claim to the booking price (100% of the total price confirmed at the time of booking). This also applies if you do not make use of services in whole or in part. In these cases, we will reimburse you for any expenses saved, such as visitor's tax. Rental properties that are not occupied until max. 8 p.m. on the day after the planned arrival and for which no agreement was made about a later occupation can be used otherwise by the landlord.

Rental property:

The number of persons arriving may only correspond to the number in the booking. In case of overcrowding, the landlord has the right to turn away excess persons or to charge an extra fee.

The tenant must treat the object with care and ensure that this is also observed by all persons travelling with him.

On taking over the property, the tenant must check the property for damage within the first day and inform housekeeping immediately. Damage occurring thereafter will be charged to the tenant. On the day of check-out, the object is to be handed over in a swept clean condition (rubbish disposed of in the collection point, dishes washed).

It is expressly forbidden to wear and store ski boots and accessories in the suite. Any damage resulting from this shall be borne by the tenant.

Pets:

Bringing and keeping pets is only permitted with prior written permission from us as the landlord and payment of the fee. We reserve the right to withdraw the permission at any time if guests feel endangered by the dog. "Dangerous dogs" so-called list dogs, which are defined in Austria, are not permitted in the rented property. Dogs must always be kept on a leash in the area of the property and their waste must be removed immediately and without being asked.

Additional fees per night per dog, you will receive with the request.

Checkin and checkout:

The booked object is available to you from 4 pm on the day of arrival. Please understand that the property may be completed and handed over slightly late during the high season. This grace period applies until 6 pm.

Check-in is possible until 8 pm on the day of arrival. In exceptional cases, we also agree to a later arrival. This must be requested in advance and is only possible with permission. If this is the case, please contact us the day before arrival to discuss the procedure.

Check-out and the associated vacating of the property must take place by 10 a.m. on the day of departure at the latest.

Parking space:

One parking space is available per suite, which you will be assigned after check-in. In exceptional cases, a second parking space can be used. However, this requires the consent of the landlord before arrival.

Rest periods:

Night-time rest applies between 10 pm and 7 am. This time must be observed without exception.

Ski cellar:

You are liable for the skiing equipment you leave in our ski cellar. In particular, we accept no liability for loss or damage.

E-cars:

Charging an electric car at the house connection is strictly prohibited. Any damage resulting from this shall be borne by the tenant/vehicle owner.

Equipment:

The beds in the dormitories are made up for the number of persons booked. Towels are provided in the appropriate quantity. For a stay of 7 days or more, you will receive fresh towels once a week.

We also take care of our environment and act sustainably. If you do not need fresh towels during your stay, please let us know.

The basic equipment of toilet paper, bin liners, dishwasher tablets, soap, washing-up liquid and spices, as well as coffee and tea are provided. Please bring any further supplies with you.

Housekeeping:

Our housekeeping can be reached by phone from 9am to 12pm and from 3pm to 6pm on 0043 664 8936227.

In deviating times you can send us an email and we will process it as soon as possible.

During your stay, the rented property will not be cleaned and will be your responsibility to maintain.

Additional fees:

A deposit of 50 euros will be required for the key on site. This deposit is to be paid in CASH and will be handed over at check-out after the complete number of keys handed over beforehand.

For bookings via external online platforms, it is possible that the spa tax is payable on site in CASH.

Place of performance and jurisdiction is St. Anton am Arlberg/Landeck

Weger & Co OG | Nassereinerstraße 64 | A-6580 St. Anton am Arlberg

Tel. +43-664-1668132 | info@schlosskopf.com, ID: ATU 627 824 48

www.schlosskopf.com