



Alpen Appartements Viehhofen
Esther Boer & Gert Mulder
Glemmerstraße 163
A-5752 Viehhofen

www.viehhofen-ferienwohnungen.com
info@alpen-appartements-viehhofen.com
Tel.: +43 676 374 62 16

Raiffeisenbank Kaprun
IBAN: AT96 35012 0000 1211218
BIC: RVSAAT2S012

UID-nr. ATU 76131623

GENERAL TERMS AND CONDITIONS

Reservation

After the receipt of your reservation, we will send you the confirmation of your reservation together with the entire bill. The reservation of your stay becomes effective after you made the advance payment, which amount you can find on the confirmation. The rental amount refers to the entire period of your booked period. If you should arrive later or depart earlier, the rent/price has to be paid in any case for the whole booked period.

Rental period

In the high season the rental period is from Saturday until Saturday. The arrival time is from 3 p.m. and the departure time is before 10 a.m. Because of the cleaning of the apartments, we kindly ask you to respect these times. In the low season, it is possible to rent the apartments / rooms for a few days.

Payment

- The pre-payment amount, as mentioned on the reservation, should be paid within 3 days upon receipt on our account. With your deposit you confirm that you agree to our terms and conditions.
- If we have not received your payment within 3 days on our account, we reserve the right to cancel your reservation. The payment of the remaining rental sum has to be fulfilled at least 8 weeks before the beginning of your stay. In case of late reservations within 8 weeks before your stay, the entire sum must be paid within 3 days after the receipt of the confirmation.

Cancelation

If you want to cancel your already confirmed reservation, we kindly ask you to send us a written application. We apply the following charges:

- In case of cancellation between today and 4 months before the agreed date, 25% of the amount of the booking will be payable.
- In case of cancellation between 4 months and 8 weeks before the agreed date, 50% of the amount of the booking will be payable.
- In case of cancellation within 8 weeks before the agreed date, 100% of the amount of the booking will be payable.
- In case of late arrival or early departure, the full period of the booking will be charged.
- If there is a quarantine obligation in Austria due to Covid-19 or if we are ordered by the government not to receive guests, you can cancel free of charge one week before arrival or receive a voucher. You have to comply with all regulations of the Austrian government in order not to go into quarantine, such as tested, cured or vaccinated.

We recommend you to take out a cancellation insurance. You will find the "European trip insurance" online under www.europaeische.at/en/private-travel/vacation-in-austria.html



Alpen Appartements Viehhofen
Esther Boer & Gert Mulder
Glemmerstraße 163
A-5752 Viehhofen

www.viehhofen-ferienwohnungen.com
info@alpen-appartements-viehhofen.com
Tel.: +43 676 374 62 16

Raiffeisenbank Kaprun
IBAN: AT96 35012 0000 1211218
BIC: RVSAAT2S012

UID-nr. ATU 76131623

Deposit

We ask for a deposit of 400.00 Euro. We request you to transfer this amount to us with your remaining payment. If no defects are found after cleaning the apartment, this amount will be refunded to your account within 7 days.

Parking

Two parking places are available per apartment on site.

Apartments

If you notice any deficiencies or problems in the apartment at your arrival, we kindly ask you to report us this immediately so that we can solve the problem as soon as possible. For complaints which you report later, we take unfortunately no responsibility.

Should during your stay happen any incidents, we kindly ask you to report this as soon as possible, so we can solve the problem.

We only have non-smoker apartments.

There is an ashtray available, which is provided only for the outside area.

Cleaning

The end cleaning will be made by our housekeeping. We kindly ask you to return the apartment in a (swept) clean and orderly state (see portfolio in the apartment). If the apartment is not left tidy, we have to charge extra cleaning costs.

Bed linen

Per week is in the rental price included p.p. one set bed linen and a set bath towels (1 big and 1 small one). When you need extra towels, you can order it for € 4,00 per set (you have to order it in advance). We also provide you with a set kitchen linen. When you check out, we kindly ask you to collect the linen and towels in the bathroom.

Children bed / high chair

If you want to use a baby travel cot or high chair, you have to reserve this in time with us.

Pets

It is not allowed to bring your pets in the apartment.

Maximum number of persons

The tenant may not sublet or allow other persons to stay than agreed.

Liability

We are - without consideration of the cause - not responsible for any damages or injuries, which are caused during the stay on our plot/resort, unless, the operator can be proved by gross negligence.

The tenant is responsible both for himself and for all registered people and visitors for the compliance of all obligations, that develop from the reservation and the stay.