

CHALET ALPENROSE - Booking Terms and Conditions



BOOKING

The sending of the booking form confirms your acceptance of these terms and conditions. The terms and conditions shall be binding to all persons staying in the chalet. From time to time the terms and conditions may be updated, however notification shall be provided. On receipt of the booking form and reservation fee the dates requested shall be reserved. Once the funds have been cleared this will be amended to booked.

The person named as the Party Leader will be our main contact in all matters relating to the booking.

The remaining balance of the agreed rental cost must be paid 8 weeks prior to your departure, along with your security deposit of €200. If the full balance of the rental cost is not paid in accordance with these booking conditions, we reserve the right to cancel your booking and cancellation penalties will apply. For details please see our cancellation policy.

Please note that the weekly cost of renting the chalet does not include the cost of final cleaning (or intermediate cleaning if requested). Guests must pay the cleaner by leaving the appropriate monies on the table. If the payment to the cleaner is not left in this way it will be deducted from the security deposit.

RESERVATION FEE

A €200 reservation fee accompanying the Booking Confirmation Form must be paid to confirm your booking.

SECURITY DEPOSIT

The security deposit of €200 will be fully refundable 2-3 weeks after departure from the chalet, providing that there are no claims against it. The cost of repairs for any damage caused by guests shall be deducted from the security deposit. In the event of any excess damage of any kind, excessive cleaning costs or excessive use of electricity (caused by leaving the sauna on while not in use) the party leader named on the booking form will be held responsible for all additional costs which exceed the security deposit.

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LOCAL TAX

The local tax of €1.10 per person over the age of 14 per day is included in the rental cost of the chalet. Please ensure the tax form (located in the Chalet) is completed during your stay. On production, it entitles the guests to a 10% saving at many local attractions.

CANCELLATIONS

Providing the owners receive written notice of cancellation not less than 8 weeks prior to the actual booking date, the Party Leader will not be liable to pay the full balance although the reservation fee will be forfeited. It is the responsibility of the Party Leader to ensure that the signed cancellation letter reaches the owner. Email cancellations are not acceptable. If the cancellation is received after 8 weeks prior to the start of the holiday the Party Leader is liable to pay the full balance of the final invoice. If the owner is successful in re-letting the property for all or part of the reservation period, the full balance or the part balance of the final invoice will be refunded. The owners reserve the right to cancel any bookings providing written notice is given and any balance paid refunded. In the unlikely event that circumstances beyond our control, necessitate cancellation of the booking, we will refund any monies paid to the party leader. (Without interest, compensation or consequential loss of any kind).

RESPONSIBILITIES

All persons stated on the booking form are responsible for the care of the property and are expected to take reasonable care of it including the locking of all doors. At the end of the rental period, all utensils, carpets, furnishings, walls, fittings must be left clean and tidy. Guests are requested to notify the owner/s immediately of any sudden equipment failure so that reasonable action can be take to rectify the situation.

PARTY SIZE

The maximum capacity of the chalet is 10 people. Everyone occupying the property must be listed on the booking form, including small children. The accommodation cannot be shared or sub-let and only the persons shown on the booking form are permitted to stay in the property. Persons under 21 years of age are not acceptable unless accompanied by parents or responsible adults. The owners reserve the right to refuse admittance if this condition is not met. Failure to comply will render the booking void and no compensation will be paid.

SMOKING & PETS

For the safety and comfort of all our guests smoking is not permitted within the property. Regrettably no pets are allowed.

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LIABILITY

The owners and the housekeeper of the property accept no responsibility whatsoever for death, personal injury, accidents, loss or damage to persons or personal belongings however caused. The use of all accommodations and amenities including the sauna is entirely at the user's own risk. Children must be supervised by responsible adults at all times when using the sauna. The owners or housekeeper cannot accept any liability for any loss of rental time due to travel problems, flight delays or cancellations, industrial disputes or any events outside our control, including any form of Force Majeure. The owners and the housekeeper cannot accept responsibility for the sudden failure of chalet equipment but will take immediate reasonable action to rectify any such failure upon notification by the guests.

ARRIVAL AND DEPARTURE

The chalet will be available for occupancy from 4.00pm on the date of arrival and must be vacated by 11.00am on the day of departure.

INSURANCE

It is a condition of the booking that all members of the Party must be covered by travel insurance which carries adequate protection against delays and cancellations, has adequate medical insurance for Europe, and covers your luggage and personal belongings.

FORCE MAJEURE

The owner/s or the housekeeper accept no responsibility whatsoever and no compensation or any other payment will be made if any cancellation or change to the terms of the booking becomes necessary due to war or threat of war, riots, civil commotion, terrorist activities, industrial disputes, natural and nuclear disasters, fire, flood, adverse weather conditions, building or construction in progress within the community, technical problems with transportation, closure or congestion of airports, alterations or cancellation of schedules by carriers, or any other events beyond our control.

OWNERS ACCESS

The owners or their housekeeper shall be allowed access at any reasonable time during your stay, with notification.

LAW

This conduct is subject to and shall be construed in accordance with the laws of Austria and all parties hereby submit to the exclusive jurisdiction of the Austrian Courts.

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CODE OF CONDUCT

Stadl An Der Mur is a residential community. The actions of all members of your party should not interfere with the enjoyment of either other holidaymakers or the residents of Stadl. Please do not play loud music or engage in any activity which may cause inconvenience to your neighbours after 11pm or before 07.30am. In the event that any member of your party behaves in a way that is likely to cause distress, danger or annoyance to any other holidaymakers, residents of Stadl or damage to any property, the owners or their local representatives reserve the right to terminate your rental agreement immediately and forthwith. The owners or their local representative will not be liable for any costs you will incur, nor shall we pay any compensation, nor make any refunds due to this action.