



Terms and Conditions

Our booking conditions for your trip to holiday resort Natterer See

Offered Services:

Die Angebote auf unserer Webseite stellen kein Anbot bzw. keinen Auftrag dar, sondern sind lediglich eine Einladung zur Offerte. Alle unsere Angebote, insbesondere per Email oder per Post, erfolgen ausschließlich unverbindlich und freibleibend.

Booking:

Binding reservations can only be accepted ONLINE (via Website) and are bounded to our general terms and conditions and to the prepayment of a deposit. Our ONLINE booking system allows you to book certain categories.

General booking rules:

Please refer to the detailed information of the pitches / rental accommodations for specifications regarding minimum length of stay as well as possible arrival and departure days.

Booking rules for packages:

Packages can only be booked outside our high season. Furthermore, weekly packages can only be booked on a weekly basis and daily rates are only bookable as a whole package. The date of arrival is not important in this case.

Important: Our online booking system only offers availabilities in accordance with the above-mentioned accounting rules.

Our advice: If you are unable to find a suitable offer, try to change the period of your stay, the requested amount of days and the date of arrival and departure (preferably Saturday – Saturday, Sunday - Sunday). If this still does not lead to a result, you have the possibility to send us a non-binding request. We are happy to provide you with a customized offer.

Deposit:

In order to make a binding ONLINE reservation you have to fill in your personal details, accept our general terms and conditions and pay a deposit. You have the possibility to pay your deposit directly by MASTERCARD, VISA or by IMMEDIATE TRANSFER via our billing partner Unzer. After the deposit has been made, you will receive a deposit confirmation from Unzer and subsequently a booking confirmation directly from us.

Important: By canceling the payment process on your part, you delete the entire contents of the shopping cart you have created and a booking is therefore not made!

The amount of the deposit depends on when you have made the booking:

- until 30 days prior to your arrival the deposit is 50% of the estimated cost for your stay
- from 30 to 14 days prior to your arrival the deposit is 65% of the estimated cost for your stay
- from 14 to 4 days prior to your arrival the deposit is 85% of the estimated cost for your stay
- from 3 days prior to your arrival the deposit is 100% of the estimated cost for your stay

The payment of the remaining amount of your booking is due at arrival. The already paid deposit will be deducted in the course of the final account.

Booking wishes:

Unfortunately, our ONLINE booking system does not offer the possibility to book the number of a desired place or the location of a particular accommodation. However, you have the possibility in the text field „special wishes/comments“ to indicate desired place bookings (place number or adjacent places). We will make every effort to meet your wishes in this regard. For this service we will charge you a service fee of 50 euro per pitch / rental accommodation if successful. General booking requests (eg: sunny, shady, side by side, etc.) we will of course consider free of charge for you, subject to availability.

Due to the system, it is possible that a certain place or accommodation category can be booked online for a certain period of time, although this makes it necessary to move during your stay. We will of course inform you about this in advance and clarify this with you.

Arrival and Departure:

Booked pitches are available from 2 p.m. on the arrival day and have to be cleared until 11 a.m. at the latest on the departure day.

Booked accommodations are available from 4 p.m. on the arrival day and have to be cleared until 10 a.m. at the latest on the departure day.

Important: If your arrival is significantly delayed, please let us know. If no notification occurs, your pitch/accommodation will only be kept clear until 8 p.m. and then given away to other guests without compensation.

Cancellation:

Of course, you can cancel your booking at any time prior to departure.

In case of a cancellation the following cancellation fees will be charged:

- a) until 3 months prior to your arrival there is no cancellation fee
- b) until 30 days prior to your arrival: 50% of the estimated cost for your stay
- c) until 14 days prior to your arrival: 65% of the estimated cost for your stay
- d) until 4 days prior to your arrival: 85% of the estimated cost for your stay
- e) from 3 days prior to your arrival: 100% of the estimated cost for your stay

Already paid deposits will be refunded in accordance with the above-mentioned conditions, less 40 euro processing fee and possible bank charges. Therefore, we kindly ask you to let us know your bank details - if necessary.

Late arrival, unjustified no-show or early departure will not be charged to us and you will be charged 100% of the cost of the stay. For the cases indicated in this point, we reserve the right to charge the corresponding fees to your credit card.

We expressly point out that in the case of online bookings or accommodation contracts concluded by means of distance selling, there is no right of withdrawal within 14 days from the conclusion of the contract and that our above cancellation conditions are expressly agreed. Our cancellation conditions replace the right of withdrawal according to the Consumer Rights Directive of the European Union.

The relevant version of the **General Business Conditions for Hotels (AGBH)** apply for all subjects that are not mentioned explicitly in our booking conditions. Any disputes will be settled in a court of law in Innsbruck. Austrian law applies.

We strongly advise you to conclude a **travel cancellation insurance** that covers non-commencement of journey or fee-based booking alterations. Our partner is **Europäische Reiseversicherung**, which can be concluded directly in the course of your online booking.

Prices:

The prices stated by our ONLINE booking system include value added tax (VAT) and – if necessary – additional fees such as the cleaning-fee and green fee. However, the local tax of 2 euro per person (from 14 years) and night is not included in the price. If it comes to an incorrect information on the price due to a system error, we reserve the right to make adjustments and refer to our current price list.

Price changes, printing errors, system errors and mistakes, as well as amendments to the offer are subject to change.