

Terms and Conditions

Our booking conditions for your trip to holiday resort Natterer See

General

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. Unfortunately, wishes regarding pitch numbers or the location of an accommodation cannot be considered ONLINE.

Special Covid regulation

Due to the current Covid situation we are obligated to collect our guests' contact data including phone number and e-mail address. This is to enable the authorities to conduct contact tracing in case of a COVID-19 infection in the resort.

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

Our advice: If you cannot 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). 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. Thanks to our settlement partner mPAY24 you can pay the deposit either by using MASTERCARD, VISA, PAYPAL or direct banking. After you have successfully completed the payment, you will receive a confirmation from mPAY24 and later on a booking confirmation from our side.

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

- a) until 30 days prior to your arrival the deposit is 50% of the estimated cost for your stay
- b) from 30 to 14 days prior to your arrival the deposit is 65% of the estimated cost for your stay
- c) from 14 to 3 days prior to your arrival the deposit is 85% of the estimated cost for your stay
- d) 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, it is not possible to book a certain pitch number or location of an accommodation with our ONLINE booking system. You have the possibility to write down the preferred pitch number or accommodation in the text box „Besondere Wünsche/Anmerkungen“, though. We will do our best to fulfil your wishes. If successful we therefore charge a service fee of € 30,00. General wishes, such as sunny, shady, next to each other, etc. will be considered free of charge, of course, depending on availability.

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.

If your arrival is significantly delayed, please let us know. If no notification occurs, your pitch/accommodation will only be kept clear until 9 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 3 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 € 30,00 processing fee and eventual bank charges. Therefore, we kindly ask you to let us know your bank details - if necessary.

For delayed arrivals, non-arrivals or early departures we charge 100% subsistence expenses. If any of the stated cases occur, we reserve the right to charge your credit card with the corresponding fee.

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 the **Europäische Reiseversicherung**.

Special arrangement due to the Corona pandemic

In case of a cancellation of a stay beginning in July or August 2021, the following cancellation fees will be charged:

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

In case of a cancellation of a stay beginning between May 19th and June 30th 2021, the following cancellation fees will be charged:

- a) until 7 days prior to your arrival there is no cancellation fee
- b) until 3 days prior to your arrival: 85% of the estimated cost for your stay
- c) 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 € 30,00 processing fee and potential bank and PayPal charges. Therefore, we kindly ask you to let us know your bank details if necessary.

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 € 2,00 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.