Booking and Cancellation Conditions

AlpenParks Hotel & Apartment Sonnleiten Saalbach

General Information

Your reservation is subject to the *General Terms and Conditions for the Austrian Hotel Industry (AGBH 2006)*, as well as the booking and cancellation conditions and house rules of AlpenParks Hotel Sonnleiten GmbH.
A reservation becomes binding **only after receipt of the deposit**.
By making the deposit payment, the contracting party (guest) confirms acceptance of our Terms and Conditions, booking and cancellation policies, and house rules.

Payment Options

1. Deposit via a secure payment link
2. Bank transfer (IBAN & BIC – free of charge within Europe)

Any bank fees incurred are to be borne by the contracting party (guest).
The required deposit amount depends on the length of stay.

General Cancellation Policy – Flexi Rate

In case of late arrival and/or early departure, the full apartment or room rate will be charged.
Cancellations must be made in writing and may incur cancellation fees.
Cancellations up to 4 weeks before the agreed arrival date can be made free of charge.
After that, the following fees apply:

- Cancellation 4 weeks to 2 weeks before arrival: 50% of the total booking amount
- Cancellation 2 weeks to 1 week before arrival: 70% of the total booking amount
- Cancellation within 1 week before arrival: 100% of the total booking amount

Special Cancellation Conditions for Certain Travel Periods

Winter – Holiday Season
(Christmas/New Year: 21 December – 6 January & 31 January – 8 March)

- Free cancellation up to 8 weeks before arrival
- Cancellation 8 weeks to 6 weeks before arrival: 30% of the total booking amount
- Cancellation 6 weeks to 4 weeks before arrival: 50% of the total booking amount
- Cancellation 4 weeks to 1 week before arrival: 70% of the total booking amount
- Cancellation within 1 week before arrival: 100% of the total booking amount

January, July & August

- Free cancellation up to 6 weeks before arrival
- Cancellation 6 weeks to 4 weeks before arrival: 50% of the total booking amount
- Cancellation 4 weeks to 1 week before arrival: 70% of the total booking amount
- Cancellation within 1 week before arrival: 100% of the total booking amount

Partial Cancellations

Cancellation of individual persons:
If individual guests cancel, the full booking amount remains payable.
If the cancellation occurs upon arrival, it will be considered a no-show.
The cancellation fee for the respective person must be settled by the contracting party upon departure.

Cancellation of individual rooms in group bookings:
The contracting party (guest) is solely the person who made the reservation or deposit.
The corresponding cancellation invoice must be paid before departure.

Cancellation of vouchers:
Vouchers are considered a **deposit** at the time of booking and are **non-refundable** once redeemed or used for a reservation.

Cancellation Policy for Best Rate:
Best Rate bookings can no longer be changed or cancelled free of charge.
In case of cancellation, the cancellation fee is **100% of the total arrangement price** at any time after booking.

Payment

All open balances, arrangements, and incidental expenses must be settled in full upon departure. We accept the following payment methods: MasterCard, Visa, Maestro debit card, or cash in EUR.
Please note possible daily limits on your card; in most cases, a PIN is required.
We regret that we cannot issue invoices on account.
For early departures (before 8 am), please complete check-out and payment the evening before until 6 pm.

By confirming the booking, I/we acknowledge and agree to the above-mentioned terms of withdrawal from the accommodation contract.
I/we expressly consent to any applicable cancellation fees being charged to my/our credit card.

Security Deposit

Upon arrival, a security deposit of EUR 300 per apartment is required.
This can be provided either as a credit card pre-authorization or in cash.
If the apartment is returned in proper condition upon departure, the deposit will be refunded or the credit card pre-authorization will be released.