



Reservation – and cancellation policy of AlpenParks Hotel & Apartment Sonnleiten Saalbach

Our reservation and cancellation policy for your Information

The reservation is based on the general terms and conditions for the austrian hotel industry (AGBH) 2006 as well as on the reservation and cancellation policy, the house regulations of AlpenParks Hotel Sonnleiten GmbH and has to be confirmed with a deposit. The reservation is only valid after we have received the deposit. With your deposit you also agree on our general business terms.

The rooms are available on the day of arrival from 3 pm and have to be left until 10 am on the day of departure. Your included services start at the day of arrival at 3 pm and end at the day of departure after breakfast. There is 1 parking slot available per room directly at the hotel.

You have the following opportunities to confirm your reservation:

1. by making a deposit via our protected Paymentcenter
2. by making a deposit via bank transfer (with IBAN and BIC free of charge within Europe). Eventual bank charges have to be paid by the affiliate (guest). The amount of the deposit depends on the duration of stay.

In case of late arrival and/or early departure we have to charge the full apartment price. Withdrawal from the contract of accommodation by the affiliate (guest) is only possible in written form – cancellation fee may occur.

Until 8 weeks before the agreed day of arrival the contract can be cancelled by the affiliate (guest) without any cancellation fee in written form. (fee for further processing or a bank transfer fee may occur). Withdrawal from the contract within 8 weeks before arrival is only possible by paying the following cancellation fees:

Cancellation 8 to 6 weeks before arrival: 40% of the arrangement price
Cancellation 6 to 1 week(s) before arrival: 70% of the arrangement price
Cancellation within 1 week before arrival: 90% of the arrangement price
No Arrival/No-Show: 100% of the arrangement price

In case single person(s) cancel: If single fellow travellers cancel, the complete arrangement price will be charged.

Single fellow travellers that are cancelled at the day of arrival automatically count as a „No Arrival/No-Show“. The cancellation invoice of the fellow travellers has to be paid at departure by the affiliate (guest) – a debtor bill cannot be created.

Cancellation of single fellow travellers in case of a group reservation: Affiliate is exclusively the contact that made the reservation and paid the deposit. The cancellation bill has to be paid by the affiliate before departure.

Payment: Open bills, arrangement and consumptions have to be paid at departure. Debtor bills cannot be created.

We accept MASTER, VISA, MAESTRO EC-Card or Cash (Euro). Please make sure your limit on the

cards is high enough.

We ask Pre-Check-Outs (before 8:00 am) to pay the bill the evening before until 7 pm.

I have read the conditions of cancellation and understood them. I/we explicitly agree that eventually cancellation fees will be charged from my/our credit card.

Security Deposit:

You have to pay a security deposit of 300,- EUR per apartment at arrival.

You are able to pay this cash or we authorise on your credit card.

When you leave the apartment according to the rules, you get back the security deposit or we cancel the reservation on your credit card.