

# General Terms and Conditions Schladming LOFT

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### Arrival and departure

The LOFT is ready for use from 14:00 on the day of arrival. On the day of your departure the LOFT is at your disposal until 10:00.

### Local tax

The statutory local tax of € 2.50 per person and per day (from 15 years of age) will be added to the price of the LOFT you have booked.

### Catering

No catering is offered in the apartment/LOFT.

### Children's prices

There are no discounts for children.

### Accessibility

The LOFT is only accessible via a covered outside staircase. There is no lift.

### Pets

Pets are NOT allowed.

### Parking

Our car park is at ground level and has two parking spaces. These are available to our LOFT guests free of charge. There is a covered and free e-charging station, only for the time of charging.

### Services offered

The offers on our website do not constitute an offer or an order, but are merely an invitation to make an offer. All our offers, especially by e-mail, are exclusively non-binding and subject to change.

### LOFT with 2 double rooms

Please note that deviations in equipment, size and orientation are possible. Photos, images and sketches are exemplary and may differ for individual rooms.

Please note that due to the Austrian non-smoking law, our entire LOFT is a smoke-free zone. We ask for your understanding that we charge a special cleaning fee of €300,-- if you smoke in the LOFT!

### Floors

We use natural floors made of wood and stone (tiles). It is therefore not impossible, especially when walking on these floors without footwear or when using these floors without an appropriate underlay, to get slate in particular. This is due to the nature of the material used. We therefore ask our guests to be attentive. Use of the floors without footwear or for purposes other than walking on them with footwear is at your own risk.

### Means of payment

Cash payment, online payment with Maestro/EC card; Credit cards: Visa, Eurocard/Mastercard Bank

### **details for deposits:**

Raiffeisenbank Schladming- Gröbming

IBAN: AT96 3811 3000 0904 6699

BIC: RZSTAT2G113

### Cancellation conditions

If you are unable to make your stay at the Schladming LOFT, you can cancel your stay free of charge up to 30 days before arrival. Thereafter, we charge 50% of the total stay up to 8 days before arrival and 90% within the last 7 days. We recommend that you take out travel cancellation insurance, e.g. with Europäische Reiseversicherung.

With regard to COVID-19, there is an adapted insurance cover.

### General Terms and Conditions for the Hotel Industry

Link: [General Terms and Conditions for the Hotel Industry \(AGBH\) - WKO.at](#)

### Online terms and conditions

**In addition to the General Terms and Conditions listed above, the following provisions shall be deemed agreed for online bookings:**

The accommodation contract shall only be concluded upon acceptance of the booking by the accommodation provider (§ 3 AGBH 2006). In the case of online bookings, this acceptance shall be made exclusively by means of a down payment of 30% of the total price on their part. The booking shall only become bilaterally binding upon successful receipt of the deposit by us. Up to this point, the booking can be cancelled by both parties free of charge and without giving reasons. A deposit can be paid by bank transfer or by credit card (Visa Card or Eurocard/Mastercard) with the amount/percentage stated in the booking conditions. Fixed reservation only after the deposit has been paid. By providing us with your bank account or credit card details, you allow us to charge your credit card for any fees incurred, such as cancellation fees (according to our cancellation conditions), if applicable.

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 cancellation within 14 days of the conclusion of the contract and that our cancellation conditions (further up on this page) are expressly agreed. Our cancellation conditions replace the right of withdrawal according to the Consumer Rights Directive of the European Union.

#### **Please check in your booking confirmation:**

- date of arrival and departure
- number of persons
- period of the deposit of 30% of the total price

If more persons arrive than indicated on the booking confirmation or if the age of the children has been indicated incorrectly, we will adjust the room rate (plus possible local tax) according to our price list.

However, if this is not possible due to the booking situation, the booking is considered cancelled and cancellation fees of 90% of the total arrangement price will apply - in accordance with our cancellation conditions. Therefore, please carefully check the information contained in the booking confirmation.

**Prices and included services are subject to change without notice!**