

Terms of Service

Travel conditions of Absolut Alpine Apartments GmbH

1. Contract conclusion and payment

The accommodation contract comes into effect with the acceptance of the contract partner's booking by Absolut Alpine Apartments GmbH. The accommodation provider, Absolut Alpine Apartments GmbH, is entitled to conclude the accommodation contract on the condition that the contractual partner makes a payment in the amount of the total amount including fees. In this case, the accommodation provider is obliged to inform the contractual partner of the required payment before accepting the written or verbal order from the contractual partner. If the contractual partner agrees to the payment (in writing or verbally), the accommodation contract is concluded upon receipt of the declaration of consent for the contractual partner's payment at the accommodation provider.

- 10% of the total price of the booking can be charged at any time after booking.

- The total price of the booking is due at least 14 days prior to arrival.

The contractual partner is obliged to pay the deposit at the latest by the deadline specified in the booking after the confirmed booking. The contractual partner bears the costs for the money transaction (transfer fees). The deposit is a partial payment of the agreed fee.

The remaining or the entire rental amount including fees for final cleaning, bed linen + towels and tourist tax must be paid by the deadline specified in the booking or before the keys are handed over. In addition, the guest undertakes to deposit or pre-authorize a deposit for keys and accommodation equipment on arrival or up to 5 days before arrival by means of credit card authorization. The deposit is set at EUR 500.00 per property. The deposit cannot be paid in cash! After the guest's departure, the deposit will be released again within 24/48 hours, provided there are no complaints (damage, outstanding claims from the accommodation relationship).

Payment is made to the following account:

Bank details:

Raika Kaprun

IBAN: AT 07 3501 2000 0121 6118

BIC: RVSAAT2S012

2. Liability

The tender for the rental properties was created to the best of our knowledge, inspection and according to the information provided by the accommodation provider, for possible deviations e.g. Absolut Alpine Apartments assumes no liability for later changes.

3. Rights of the contractual partner

By concluding an accommodation contract, the contractual partner acquires the right to normal use of the rented rooms, the facilities of the accommodation facility, which are normally accessible to guests for use without special conditions, and to normal service. The contractual partner must exercise his rights in accordance with any guest guidelines (house rules).

4. Obligations of the contractual partner

The contractual partner is obliged to pay the agreed fee plus any possible payment at the time of departure at the latest. Additional amounts that have arisen due to separate use of services by him and / or the guests accompanying him must be paid plus statutory sales tax.

The contractual partner is liable to the accommodation provider for any damage caused by him or the guest or other persons who accept services from the accommodation provider with the knowledge or will of the contractual partner.

As a contractual partner (guest), you confirm that you have read these terms and conditions and that you agree to them. This applies in particular to the information on the use of the booked accommodation.

5. Rights of the accommodation provider

If the contractual partner refuses to pay the stipulated fee or is in arrears, the accommodation provider is entitled to the statutory right of retention in accordance with § 970c ABGB and the statutory right of lien in accordance with § 1101 ABGB on items brought in by the contractual partner or the guest. The accommodation provider is also entitled to this right of retention or lien to secure his claims from the accommodation contract, in particular for meals, other expenses made for the contractual partner and for any claims for compensation of any kind.

If the service is requested in the contract partner's room or at unusual times of the day (after 9 p.m. and before 6 a.m.), the accommodation provider is entitled to charge a special fee. However, this special fee must be shown on the room price board. The accommodation provider can also refuse these services for operational reasons.

The accommodation provider has the right to billing or interim billing for his services at any time.

6. Obligations of the accommodation provider

The accommodation provider is obliged to provide the agreed services to an extent that corresponds to its standard.

Special services of the accommodation provider that are subject to labeling and are not included in the accommodation fee are subject to labeling.

7. Animal husbandry

Animals may only be brought into the accommodation facility with the prior consent of the accommodation provider and, if necessary, for a special fee.

The contractual partner who takes an animal with them is obliged to properly keep or supervise this animal during its stay or to have it kept or supervised by suitable third parties at its own expense.

8. General

- Regardless of the final cleaning by the landlord, the basic cleaning is carried out by the tenant.
- Additional beds such as: cots etc. must be ordered in advance.
- The tenant is obliged to report all defects and damage that occurred during the rental period immediately.
- When moving out, the tenant must hand over the property in the same condition as it was when it was received. The tenant is liable for any damage caused by him.

9. Arrival time and cancellation

Arrival time

The standard arrival is between 4:00 p.m. and 7:00 p.m. On the day of departure, the rental properties must be vacated by 10:00 a.m. at the latest and handed over to the landlord or the agent cleaned and in the same condition as when they were taken over.

Cancellation conditions (adjusted on March 02, 2021):

In the event of cancellation or no-show, the following conditions apply:

- For cancellations up to 14 days before the arrival date, 10% of the total price will be charged as a cancellation fee.
- For cancellations from 13 days before the date of arrival, we charge 100% of the total amount as a cancellation fee.
- There will be no refund for no-shows.