

Haus Schneeberg Terms and Conditions

1. When booking with us, or through any agent or Online Travel Agent (OTA), you are agreeing to be bound by our terms and conditions.
2. We live on site and are here to help you enjoy your holiday as much as possible. Please let us know immediately if you are unhappy with anything during your stay, so we can try and rectify as early as possible. No refunds will be given for any matter not brought to our attention during your stay.
3. **Deposits and Cancellations** – When booking direct, our standard policy is to take a 30% deposit on booking. 10% is non refundable, and covers admin costs. If you cancel more than 30 days before arrival, 20% will be refunded to you. If you cancel less than 30 days before arrival, there will be no refund. For last minute bookings (up to 14 days before arrival), payment is required in full on reservation, and is non refundable.
4. **Adjusted cancellation policy due to Corona Virus 2021 and 2022.** We are offering revised cancellation policies due to corona virus. We offer a worry free cancellation policy – we offer refunds in case of government travel warnings, and lockdowns! Our revised Corona policy for bookings from 16th May: Deposit of 30% is payable on booking to secure the booking. €25 of deposit is an admin fee, and is non refundable, the remainder of the deposit is refundable up to 30 days before arrival. The balance payment is due 7 days before arrival. Free cancellation up to 7 days before arrival in case of government travel warning / lockdown due to corona virus (apart from the €25 deposit). Free change of dates / voucher if you need to cancel less than 7 days before arrival due to a government travel warning / lockdown due to corona virus. If restrictions are extended further, we will continue to review our policy in line. If you do have any concerns, please contact us
5. **Travel cancellation insurance.** We advise all guests to take out travel insurance immediately after booking. You can book travel cancellation insurance via a link we provide, that is a company that has been recommended by the Hochkönig Tourist Information office. This insurance does offer cancellation cover in case of you needing to cancel due to specific instances for corona virus. Please make sure you read and understand the policy in full before committing, and make sure the policy is correct for you. You are insured immediately if you take the insurance out within 5 days of making a booking with us. If you take the policy out more than 5 days after booking, you are covered from 10 days after signing the policy. Please note that the policy is with Europaeische Reiseversicherung, and not with ourselves, and any claims should be directly with the insurance company. The links to buy are – in English, [Travel Insurance](#) and in German, [Reiseversicherung](#)
6. **Corona Virus** – If you feel unwell before arrival, please do not leave home and call your doctor, and refer to your travel insurance. If you experience any symptoms of corona virus during your stay, please inform us immediately, and call 1450 to organise a covid test. If you test positive, if you do not require hospitalization, you should leave immediately and quarantine in your own home, and all members of your party should leave with you. If you should have to extend your stay for self isolation purposes, this will be at additional cost, and our standard pricing applies.
7. **Measures during Corona Virus** – should your holiday be cancelled as we cannot honour the booking due to not being open, then we will offer to move your holiday to other dates, or provide a voucher for the monies paid, to be used at a later

date. If neither of these options are suitable, a full refund will be given. If however you must cancel the booking as you are unable to travel to us, and we are open to honour the booking, then the standard terms and conditions of your booking apply. Please refer to your travel insurance in this instance.

8. **For Online Travel Agent bookings**, please refer to the cancellation policy on your reservation confirmation.
9. **No Show** – A no show is charged at the full booking cost. If you have booked on a non refundable rate, no refunds will be given.
10. **Damages and keys** – Valid credit card details will be required on arrival as a security deposit for any apartment damage and/or balances, if deposit has not been taken by an Online Travel Agent. We understand that accidents can happen. You are liable to pay for the cost of any damages or breakages during your stay. Please let us know of any breakages, loss of keys or damage as soon as it occurs. You are liable for the cost of any damage and loss of keys (€25 per set). By letting us know of any damage or loss as soon as it occurs, we can try to minimise this cost with you.
11. **Tourist Tax** – There is an additional tourist tax of €2 per person over 14 per night, to pay in cash on arrival, if you have not paid this before arrival.
12. **Registration** – You are legally required to complete a registration form by the Austrian government. This document is sent to you as soon as a booking is made, and must be completed within a week of reservation. This must include details of all guests that are planning to stay. Please refer to our privacy policy for how this data will be used.
13. **Towels and linen** – The total price includes one set of linen and towels per person per stay, and final cleaning charge. Additional linen and towels are available upon request for an additional charge.
14. **Cleaning** – Whilst a final cleaning charge is included in the total cost, this covers cleaning of floors and bathrooms and linen and towels. We expect you to leave the apartment in the same condition as when you arrived. We reserve the right to charge for additional cleaning if necessary.
15. **Minimum stay** – Our standard minimum stay is 2 nights. This does change depending on the season.
16. **Smoking** – The house is non smoking throughout. Guests are allowed to smoke on the balcony. If it is believed that guests have smoked in the apartments you will be asked to leave immediately and will be liable to a charge of €200 for deep cleaning.
17. **Dogs** – Dogs over 9 months old may be allowed, upon request, with a maximum of 1 dog per apartment, or 2 small dogs (with prior agreement). There is an additional charge of €25 per stay per pet. Please do not let your dog on the furniture. There will be additional charges levied if pets have been allowed on furniture to cover the cost of the additional cleaning. Dogs should not be left in the apartment on their own for longer than an hour. As part of these terms, you agree that you will pay for any extra cleaning or damage caused by your dog, before departure.
18. **Travel cot** – We have a travel cot available for use by guests, for your convenience. If you request to use this, it is at your own risk. Please check you are happy that it is safe and has been put up correctly. We are not responsible for any accidents or incidents due to the use of the cot.
19. **Noise** – We ask you to be respectful of other guests, and our neighbours. Any excessive noise, or disruptive behaviour may result in asking for you to leave, without refund.

20. **Check in and Check out** – Check in is from 3pm – 8pm and check out is by 10am. We do have a room available to leave your luggage and change if you are arriving or leaving outside of these times. Please enquire about this service. It may be possible to check in and out outside of these times, for an additional cost, and subject to availability. Please enquire about this.
21. **Access** – During your stay we reserve the right to enter the accommodation at any time for reasonable purpose (housekeeping, watering balcony flowers, maintenance or repairs, inspection).
22. **Occupancy** – Your cost is based on the occupancy declared on reservation. Any additional guests must be paid for, and must be declared, and confirmed with the owners before arrival. Maximum occupancy limits are strictly enforced. If maximum occupancy is exceeded, you may be required to check out immediately without refund or adjustment.
23. **Safety** – The pathway in the parking area is uneven and road up to the house and parking area can be icy in winter months, and it is possible that snow may fall from the roofs of properties. Please ensure you take adequate precautions to remain safe and avoid injury. We cannot be held responsible for any injuries incurred as a result.
24. **Families** – Families with children are welcomed! No matter how much care is taken, the apartment and the house can never be completely childproof. The owners cannot be held responsible for any accidents occurring within the apartment or the grounds of the house. It is the parent's responsibility to ensure their children are safe and supervised at all times.
25. **Equipment** – We do everything necessary to keep all equipment in the apartment in good working order. However, it is impossible to guarantee that all appliances, facilities, public utilities, etc. will be in working order at all times. We endeavour to correct reported problems, within the realms of our control, as quickly as possible. No refunds will be granted for maintenance or utility supply problems.
26. **Electric Cars** – Unfortunately we do not have a facility to charge electric cars, and for safety and insurance purposes, no charging of electric cars is allowed on the property. The nearest electric car chargers are at the Karbachalm Kabinenbahn station, or in Bischofshofen [Check this site](#) to find more electric chargers. We hope you enjoy your stay with us at Haus Schneeberg, and remember we are here to help you enjoy your holiday, and make the most of your stay!