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## GENERAL TERMS & CONDITIONS FOR GROUPS

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### CONTRACTUAL PARTNER

In case of doubt, the agent (orderer) is regarded as party to the lodging contract of the hotelier, even if he ordered for or with other persons mentioned by name.

### CONCLUSION OF THE CONTRACT

The lodging contract usually becomes effective through acceptance of the written or verbal order by the hotelier.

### CHECK IN/CHECK OUT

Check-in:	guaranteed 2pm
Check-out:	till 11am
Early check-in:	on availability - free of charge
	if we have to block the rooms 1 day before: 100%
Late check-out:	till 3pm: 30% of the agreed room rate
	till 6pm: 50% of the agreed room rate
	after 6pm: 100% of the agreed room rate

### PRICES:

All quoted rates are incl. service and taxes - currency: Euro, net hotel.

### ROOMING LISTS

The definite rooming lists have to be send to the hotel till 2 weeks prior to arrival.

### CANCELLATION

You have the possibility to cancel the whole allotment free of charge till 6 weeks of the arrival.

In case of cancellation after this date we have to charge:

from 6 weeks to 4 weeks:	30% of the expected turn-over
from 4 weeks to 2 weeks:	50% of the expected turn-over
from 2 weeks to 1 weeks:	70% of the expected turn-over
from 1 weeks till arrival:	100% of the expected turn-over

### REDUCTION

until 4 weeks before arrival 30% of all rooms can be cancelled free of charge

until 2 weeks before arrival 20% of all rooms can be cancelled free of charge

until 1 week before arrival 10% of all rooms can be cancelled free of charge

### CONDITIONS OF PAYMENT

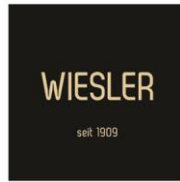
The total account is payable within 14 days after invoice date - net without any discount. Interest on arrears: 1% per month. Legal domicile: Graz

### PREPAYMENTS

2 weeks prior to arrival:	50% of the total turn-over
leftover:	immediately after receiving the invoice

### FORCE MAJEURE

„Force Majeure“ deliveries both contract partners, the client and the hotel, from the contracting obligations. „Force majeure“ are: war, riot and civil commotion, complete breakdown of the public utility installation / infrastructure, complete breakdown of flights/trains. Exceptions: strike and weather influences



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## GENERAL TERMS & CONDITIONS FOR INDIVIDUALS

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### CONTRACTUAL PARTNER

In case of doubt, the agent (orderer) is regarded as party to the lodging contract of the hotelier, even if he ordered for or with other persons mentioned by name.

### CONCLUSION OF THE CONTRACT

The lodging contract usually becomes effective through acceptance of the written or verbal order by the hotelier.

### ARRIVAL/DEPARTURE

- 1) The guest has the right to occupy the rented rooms at 2pm on the agreed day.
- 2) The hotelier has the right to withdraw from the contract in the case, the guest does not show till 6pm on the agreed day of arrival, unless a later arrival time was agreed upon.
- 3) In case that the travel agency has paid a deposit or advised a valued credit card number, the room(s) remain(s) reserved till 12am of the following day at latest.
- 4) If a room is taken before 6am for the first time, the previous night counts as the first overnight stay.
- 5) The rented room(s) has to be left till 11am on departure day.

### PRICES:

All quoted rates are incl. service and taxes – currency: Euro, net hotel.

### CANCELLATION

The guest/travel agency is obligated to cancel the room(s) free of charge till 6pm on the day before arrival. In case of cancellations after this time or No shows we have to charge 100% of the agreed room rate (gross) for the first night. For special rates different cancellation policies can apply (e.g. Advanced Purchase Rate). These cancellation policies are included in the rate description.

### ACCOUNTING

The total account is payable within 14 days after invoice date – net without any discount. Interest on arrears: 1% per month. Legal domicile: Graz. All extra agreements have to be done in written form between the guest and the hotelier.

### FORCE MAJEURE

„Force Majeure“ deliveries both contract partners, the client and the hotel, from the contracting obligations. „Force majeure“ are: war, riot and civil commotion, complete breakdown of the public utility installation / infrastructure, complete breakdown of flights/trains. Exceptions: strike and weather influences