

Important information

The apartment price is calculated person-related. Every apartment category has a basic price. The basic price is always charged and the price per night increases when the standard number of persons increases. You can find an overview of the apartment categories and prices at <http://www.gondeblick.at/en/apartments/>.

Should the number of persons change, we have to be informed about this.

In case of overcrowding of an apartment without prior arrangement with us an extra charge of 35,00 € per person and night is charged, as well as the possibly accruing local tax. Babies and small children are calculated as full persons.

All our apartments are **non-smoking apartments!** Smoking is only permitted on the balconies.

Due to allergies and smell nuisance **pets are not allowed** in our house.

Parking lots in our underground car park will be reserved for you as follows:

- Arrival with up to 4 persons per apartment: maximum 1 parking lot
 - Arrival with 5 persons and more per apartment: maximum 2 parking lot
- For every further parking lot a parking rental fee of 5,00 € per day is charged.

The above-mentioned deposit is due on time and per apartment. We would like to point out that the deposit has to be transferred to our bank account free of charge and expenses for us.

In our house the General Terms and Conditions for the Hotel Industry ([AGBH](#) 2006) are valid, with the following cancellation conditions.

When cancelling the apartment

- less than 3 months before the planned date of arrival, the deposit will not be refunded.
- less than 4 weeks before the planned date of arrival, 70 % of the total agreed price will be charged.
- less than 1 week before the planned date of arrival, 90 % of the total agreed price will be charged.

To avoid possible cancellation fees, you can take out a **travel cancellation insurance** with us. For more information you can click on the following [information link](#).

Please let us know if you like to make use of this insurance.

The final settlement on-site can be paid in CASH or with EC card. Credit cards like VISA, MasterCard etc. are not accepted. You can also transfer the final settlement before your arrival. In this case, please only transfer the sum of overnight stays. Services as the final cleaning and local tax have to be paid on-site.

The apartments are ready to move into from 3.30 pm in winter and from 1.00 pm in summer. Should you arrive after 6.00 pm please inform us about it as soon as possible.

On the day of your departure you have to leave the apartments by 9.00 am at the latest.

When confirming the booking you are obliged to observe our house rules.

House Rules

- ◆ The winter sports equipment (ski, sticks, snowboard, boots, toboggan etc.) may only be stored in the house's ski and boot storage room. It is not allowed to store the equipment in the apartments. It is also not permitted to enter the apartments and the house with ski, snowboard or hiking boots or with dirty shoes.
- ◆ Please show consideration for your neighbour. The stereo systems, TV devices and suchlike may not exceed the normal loudness level (= normal talking).
- ◆ The normal loudness level may also not be exceeded in the lounge and in the play room. Furthermore, the play room is closed from 8.00 pm.
- ◆ The trash has to be separated thoroughly – as explained in this info folder and in the trash room (according to the Austrian trash management law).
- ◆ For safety-related and hygienic reasons and due to regulations of the Austrian Health Authorities it is strictly forbidden to enter the wellness area with outdoor shoes and to consume food incl. drinks. Please be quiet in the wellness area.
- ◆ In case of excessive dirt in the apartments an additional cleaning fee of € 40.00 is charged. Should you need additional cleansing agents or a vacuum cleaner, please contact us at the reception.
- ◆ If you note any defects when moving into your apartment please let us know about it right away. The apartment will be checked before you leave. In case of damages of wilful or deliberate origin, we reserve the right to make a subsequent billing in the full level of the costs. Of course, it could happen that something gets broken accidentally – but please let us know so that we can repair the damage right away.
- ◆ In the Aparthaus Gondeblick **SMOKING is strictly PROHIBITED!**
- ◆ In the Aparthaus Gondeblick **pets are not allowed!**

The final settlement always takes place on the day before your departure (Fridays from 5.00 pm until 6.00 pm). Other times are possible by prior appointment. Please note that you can only withdraw up to 400,00 € per day from the cash machine.