



## SKI CHALET AND BEAUTY SPA

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### TERMS & CONDITIONS

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#### **Bookings & Payments**

A deposit of 25% is due on the day of booking and this is non-refundable after 20 weeks prior to arrival. Only once the deposit has been paid and a confirmation of your booking has been sent will the booking be treated as confirmed.

The final payment is due 8 weeks prior to arrival, all efforts will be made by us to obtain the final payment and if this isn't received 7 weeks prior to the arrival date then the booking will be deemed as cancelled and the entire deposit will be non-refundable.

Upon arrival a 200 euro refundable security deposit will be made, this is for any breakages/damages to the apartment/room. This will be returned in full once a full check has been made to the apartment/room. In addition there is also a strict recycling policy in Austria and this must be adhered to otherwise this can also forfeit the deposit. Payments can either be made in Pound Sterling or Euro's, current exchange rates on the date of booking.

Weeks stays are normally Saturday to Saturday, different arrival dates can be arranged but subject to availability. Long weekend breaks are welcome and prices will be charged on a pro-rata basis plus a 25% surcharge will be added to the price.

#### **Cancellation and Changes to Bookings**

If your booking is cancelled 20 weeks before your arrival then a small fee of £50 for administration will be deducted from the deposit plus any bank charges that occur for returning the payment. In the unlikely event of Edelweiss Chalet having to cancel your stay a full refund will be returned. Any changes to your booking dates can be made within the same year but these are subject to availability and have to be made 12 weeks prior to your arrival.

#### **Arrivals & Departures**

Check in is normally from 3pm on your arrival day with check-out at 11pm on your departure. Earlier check in and check-out can be arranged but again are subject to availability. The final clean of the apartment is included in the price, however it is expected the all guests must leave all rooms in an acceptable condition.

## General

Only persons that are on the original booking can stay in the apartments, it is not possible to invite additional guests than the agreed number. Edelweiss Chalet is strictly non-smoking except outside of the property, there is also a strict no pet policy in the apartments.

The Chalet is a family home in a residential area so please be respectful concerning noise. Children under the age of 14 are not to be left alone in the Chalet at any time. Specific dietary requirements should be notified at the time of booking and in some cases it may not be possible to accommodate these. All Travel and Personal Insurance is the responsibility of the client.

Any complaints must be made directly to the owners during your stay; no complaints will be accepted after your departure. Chalet Edelweiss is not responsible for any injuries during your stay, and will not be responsible for any of your personal belongings. You must undertake to behave in such a manner as not to disrupt the enjoyment of others and not to prejudice our reputation with our customers, or our suppliers. If, in our opinion you or any member of your party behave in a manner to cause, or likely to cause distress, danger or annoyance to any third party or damage to property, we reserve the right to terminate the holiday of the person concerned without notice. In this situation our responsibilities towards that person (including any return transport arrangements) will immediately cease and we will not be responsible for any costs or expenses they may incur as a result. We will not make any refunds or pay any compensation to the individual involved or to members of his/her party or associates wishing to curtail their holiday as a result.

The owners of the property accept no responsibility whatsoever for personal injury, accidents, death, loss or damage to persons or personal belongings however caused. The use of all the accommodations and amenities including the steam room is entirely at the user's own risk. Children must be supervised by a responsible adult at all times when using the steam room. The owners cannot accept any liability for any rental loss or rental time due to travel problems, flight delays/cancellations, industrial disputes or any events outside our control.

The owners cannot accept responsibility for the sudden failure of the Chalet equipment but will take immediate reasonable action to rectify any such failure upon notification by the guests. The owner accepts no responsibility whatsoever and no compensation or any other payment will be made if any cancellation or change to the terms of the booking becomes necessary due to any event beyond our control.