



## Chalet Underhill

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# Terms & Conditions

## **1. General Conditions**

- 1.1. In all circumstances the Contract of Letting is between the guest and his/her invitees ('Guests') and the Owner.
- 1.2. The Owner is solely responsible for providing accommodation that meets the standard required for rental. The Owner accepts no responsibility for personal injury to, or death of, any Guests, or loss of or consequential loss or damage to their property, or for other matters over which the Owner has no control.
- 1.3. The Guests are responsible for following all Austrian laws, rules and regulations. The Owner accepts no responsibility for any consequences of the Guests failure to adhere to the Austrian laws.
- 1.4. These Terms and Conditions apply to all reservations and agreements concluded between the Owner and the Guest concerning the rental of the Accommodation.
- 1.5. The Guest must ensure that the Guests take note of all of the Terms and Conditions and is responsible for compliance with them.
- 1.6. The Landlord reserves the right to make changes to the Terms and Conditions at any time.

## **2. Reservations**

- 2.1. Bookings cannot be accepted from persons under 18 years of age. Group bookings of single sex parties are not allowed unless special arrangements are made by the Owner (safety deposits may be required).
- 2.2. Specifying the wrong names and/or address and/or other important data may cause immediate termination of the contract without refund.
- 2.3. If the Guest believes that the booking contains errors, this should be communicated to the Owner by email within 7 days of the date of the confirmation and before the commencement of the stay. After the expiry of this period no appeal can be made to alleged inaccuracies and the confirmation is considered to be correct.
- 2.4. The Owner reserves the right to refuse a booking at any time and without giving any reason.
- 2.5. No bookings are valid until confirmed by the Owner in writing.

## **3. Deposit and Payment**

- 3.1. A Reservation Deposit of 250 € must accompany the booking. The Owner will not confirm the booking until the Deposit has been received.
- 3.2. The Rental Cost, and a returnable Damage Waiver (of 250 €), must be received 8 (eight) weeks prior to the rental commencement date. The Damage Waiver will be returned to the Guest upon departure as long as the House Rules have been adhered to and there is no Damage to the Property and its Contents (see section 5).
- 3.3. Cancellation fees are as follows:
  - a. 8-weeks to 1-month prior to the arrival date - the Reservation Deposit.
  - b. 1-month to 2-weeks prior to the arrival date - three-quarters of the Rental Cost.
  - c. 2-weeks or less prior to the arrival date - the full Rental Cost.
- 3.5. Payment must be in Euros.

- 3.6. If the Guest has not fulfilled his payment obligations within one week of the written request, the Owner has the right to terminate the agreement with immediate effect and without refund.
- 3.7. If the Owner on the day of arrival is not in the possession of the total amount due, he is entitled to refuse the Guests access to the Accommodation.

#### **4. Arrival and Departure**

- 4.1. Earliest check in time: 1600.
- 4.2. Latest departure time: 1000.
- 4.3. The Guest will receive Arrival Information by email approximately 10 days prior to arrival.

#### **5. House Rules**

- 5.1. The Guests shall keep the Property and all the furniture, fixtures, fittings and effects in or on the Property ('Contents') in the same state of repair as at the commencement of the holiday, and shall leave the Property in the same state of cleanliness and general order in which it was found.
- 5.2. Storage of ski equipment, and other outdoor equipment, must be in the designated storage space outside the Property.
- 5.3. Ski boots and high heels must be removed outside the Property and not be worn in the Property, as these will cause damage to the floors (and therefore potentially the underfloor heating).
- 5.4. The Property is a non-smoking property.
- 5.5. The Property is a pet-free zone.
- 5.6. Respect the privacy of neighbouring Guests.
- 5.7. It is forbidden to use the Property other than for the purposes for which it is intended.

#### **6. Damage and Breakages**

- 6.1. The Damage Waiver will be kept until after the Caretaker has checked the property upon departure. The Guest must report and pay for the cost of any damage or breakages made during their holiday occupancy.
- 6.2. The cost to repair or replace any damage or breakages to the Property and its Contents will be recovered from the Damage Waiver.
- 6.3. The Owner reserves the right to make a charge where guests have contravened the non-smoking stipulation.

#### **7. Extras**

- 7.1. The Guests right to occupy the Property may be forfeited without compensation if any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance.
- 7.2. Should the Owner or the Caretaker require access to the Property during any rental period, a mutually agreeable time will be organised by arrangement.
- 7.3. In the event of any issue concerning the Property, the matter shall be taken up with the Owner or Caretaker at once (their details will be supplied on the Booking Confirmation).