

# Booking terms and conditions

## Reservation

For your reservation, our reception staff is always at your disposal. The reservation is only binding with a **written confirmation** and receipt of a **deposit**.

### Reservation **pitches and rooms**:

- High season: at least 3 nights  
**Except:** BASIC pitches and transit pitches – also possible for 1 night
- Low season: any length of stay
- Depending on the possibility and availability, we are happy to meet **specific requests for pitches**, but we reserve the right to reserve another, equivalent pitch.

### Reservation **glamping tents**:

- High season: at least 3 nights
- Low season: any length of stay

Reservation **pitches for tents**: any length of stay

### Seasons 2021

High season 10.07. - 04.09.2021

Low season 03.04. - 10.07.2021, 04.09. - 31.10.2021

## Arrival – Check In

<b>Pitches:</b>	available from 12 am
<b>Glamping tent:</b>	available from 2 pm
<b>Rooms :</b>	available from 2 pm
<b>Reception opening hours:</b>	high season daily 7.30 am – 8 pm low season 7.30 am – 7 pm

Please inform us in advance in case of arrival outside the opening hours!

**Late arrivals** after 7 pm respectively 8 pm: We ask you to use our overnight parking with electricity at the entrance to the campground. Check in the next day from 7.30 am at the reception.

## Departure – Check

<b>Pitches:</b>	7.30 am – 11 am
<b>Glamping tent:</b>	7.30 am – 10 am
<b>Rooms:</b>	7.30 am – 10 am

In case of **departure before 7.30 am** please check out the previous day and use our overnight parking with electricity on the road at the entrance to the campground.

## Deposit

A reservation is only valid after the receipt of a deposit amounting **30% of the total price** (excluding tourist tax and power consumption). The deposit shall be credited to the final bill.

We kindly ask for a **free transfer within 10 days** to the following account:

Sonnenplateau Camping Gerhardhof GmbH

IBAN: AT55 2050 2000 0087 6912

BIC: SPIMAT21XXX

**Please note:** Bank charges incurred for transfers from non-EU countries will be charged to the client.

## Cancellation conditions

**Up to 4 weeks before the arrival date:** No cancellation fee – the deposit will be transferred back minus a € 20.00 processing fee

**From 4 week before the arrival date:** The deposit will be retained

**Relaxed cancellation conditions** in the event of an official travel warning due to Covid19 up to 7 days before the date of arrival with the following options:

- Rebooking to another date free of charge
- Credit of the deposit for a future stay that is not yet specified
- Refund of the deposit minus a processing fee of € 20.00

A booking cancellation is possible at any time. To avoid misunderstandings, the cancellation **can only be made** in writing, preferably by email to [buchung@gerhardhof.at](mailto:buchung@gerhardhof.at)

In case of unexpected events, we recommend a [travel cancellation insurance](#). For the points not explicitly listed in our booking information – see regulations of the General Terms and Conditions for the Hotel Industry (AGBH).

For the points not explicitly listed in our booking information – see regulations of the General Terms and [Conditions for the Hotel Industry \(AGBH\)](#).

## Early departure/arrival delay

In case of **early departure**, the pitch or the accommodation will be charged until the reserved departure date.

In case your arrival time will be significantly **delayed**, please contact us! If no notification is given, the parking space or the accommodation will be kept only until 7 respectively 8 pm.

## Place of performance and jurisdiction

The place of performance is the place where the accommodation company is located. For all possible disputes from the accommodation company, the court responsible for the accommodation business in Innsbruck is agreed.

## Price adjustments

Preisanpassungen bei unvorhersehbaren Belastungen z.B. auch am Energiesektor sowie Irrtümer und Satzfehler vorbehalten.