



**gh** Gerhardhof  
EINFACH GENIESSEN

# General terms and conditions

## Offers website

All of the offers depicted on our website, as well as offers submitted by phone or email are non-binding without exception. Falsities, technical errors and price alterations excepted. Offers are being saved up to 72 hours in our reservation system and automatically deleted after.

## Reservations

Reservations can be made online via our website, by telephone or by email and invariably require the acceptance of our general terms and conditions. A reservation only becomes binding as soon as a corresponding deposit is made.

The **amount of the deposit** depends on the time period between the date of your booking and your arrival date:

- Bookings made more than 14 days prior to your arrival: 40 % deposit
- Bookings made 14 or less than 14 days prior to your arrival: 60 % deposit
- Bookings made 5 or less than 5 days prior to your arrival: 100 % deposit

As soon as we receive your deposit, we will send you a written booking confirmation and a confirmation of deposit. The outstanding payment (final account) will be settled at the end of your stay. Transferred deposits will be automatically deducted.

## Reserving a specific pitch and particular wishes

Reservations of specific pitches aren't possible at the moment. However, you can tell us your preferred pitch number, and we will try our best to meet your wish.

## Arrival and departure

Booked **pitches** are available from 1:00 p.m. on the day of arrival and must be vacated by 11:00 a.m. on the day of departure.

**Glamping tents and hotel rooms** are available from 3:00 p.m. on the day of arrival and must be vacated by 10:00 a.m on the day of departure.

In case of late arrival (after 7:00 p.m.), please inform us by e-mail or telephone, otherwise we reserve the right to allocate the reserved place or accommodation to other guests without compensation.

### Cancellation, late arrival, no-show, early departure

Bookings already made can be cancelled at any time before arrival. Please note that cancellations must be made in written form either by e-mail or via the online guest account, which can be created at the time of reservation.

The following **cancellation fees** apply:

- More than 30 days prior to your arrival: free of charge\*
- 30 or less than 30 days prior to your arrival: 40% cancellation fee
- 14 or less than 14 days prior to your arrival: 60% cancellation fee
- 5 or less than 5 days prior to your arrival: 100% cancellation fee

\*Your deposit will be refunded deducting an administrative charge of 20,00 € and potential bank charges.

### Loosened cancellation policy in regard to COVID-19:

In case of an official travel warning due to COVID-19, the following options become effective if you cancel 7 or more than 7 days prior to your arrival:

- Free of charge change of booking to other, already known travel dates
- Credit of the deposit for a future, still unknown stay
- Retransfer of the deposit deducting an administrative charge of 20,00 €

**Late arrival, no-show, and early departure** are part of our cancellation policy too and will be fully charged in accordance with the cancellation costs that apply at the time. We reserve the right to bring any outstanding balances to account or debit them from one of your deposited means of payment.

We highly recommend to conclude a [travel cancellation insurance](#) in order to secure your holiday in case of accident, sickness, etc.

Please mind that the 14-day lasting universal right of withdrawal doesn't apply to online bookings and hospitality contracts and therefore our above mentioned cancellation policy is to be considered valid. Furthermore, for every not explicitly stated term the [general terms and conditions for the hospitality industry \(AGBH\)](#) become effective.

### Pets

Pets are warmly welcome at Gerhardhof - however, we kindly ask you to already inform us about any pets you bring with you at the time of your request or online booking. In our hotel rooms, it is strictly prohibited for pets to stay on beds or other cushioned furniture. In case of staining, a separate final cleaning charge of 50,00 € will be added to your final account.

On the whole area **compulsory leashing** is in place, dogs are not allowed in our shop, the swimming pond and the sanitary buildings. Furthermore, we provide a free of charge dog shower for dog owners. Staining or destruction caused by pets is to be immediately removed by the owner.

## Visitors

The whole Gerhardhof area generally may be entered by visitors. Visitors have to be registered at the reception and after may use all of our facilities for a daily rate.

## Permanent campers

Together with the booked pitch, two persons will be registered for the whole season. These two persons are mentioned by name in the contract for permanent campers, all other persons (visitors) are subjected to our visitor's charge. If the permanent camper wants to receive visitors, they have to be registered at the reception at least 1 day before their arrival.

## Prices and price changes

The prices calculated in our online booking system are inclusive of VAT and include additional charges such as electricity and environmental tax as well as the tourism tax of 2,00 € per person (from 15 years) and night. In the event of unforeseen charges (e.g. in the energy sector), we reserve the right to adjust the prices accordingly. Errors and typographical errors excepted. Price changes, misprints, system errors and mistakes as well as changes to offers reserved.

## Place of performance and jurisdiction

The place of performance is the town, where the accomodation business is located. For all possible disputes arising from the accomodation business, the competent court in Innsbruck is agreed.