

GENERAL TERMS OF BUSINESS FOR GROUP RESERVATIONS



1. DEFINITION:

A group is defined as a group of guests travelling together and arriving and departing on the same dates.

2. RATES:

Rates are quoted in € (EURO). Room rates are quoted per night per room including buffet breakfast, service charge and all taxes effective upon conclusion of the agreement. In case that any new government tax is introduced during the validity of the agreement it will be added to the above rates. Group Rates are valid for a minimum of 10 (ten) rooms or 15 (fifteen) persons. If groups are reduced to less than 10 rooms, Individual Rates will apply.

3. COMPLIMENTARY POLICY:

For each 21 (twenty one) rooms paying the confirmed rate, the Hotel shall allow 1 PAX free of charge in the accommodations.

4. DEPOSIT AND PAYMENT POLICY:

50 % of total amount 8 weeks prior to arrival date

50 % of total amount 4 weeks prior to arrival date

Balance payable at check-in. No debtors.

In case that down payments are not credited in time, the Hotel reserve the right to cancel the bookings.

5. CANCELLATION POLICY:

It is the responsibility of the Client to deduct cancellation fees from the persons making the cancellation, and to credit these amounts to the hotel.

Unless agreed otherwise, following installments apply:

Cancellations up to 8 weeks before arrival	no fee charged
Cancellations 6 to 4 weeks before arrival	25 % of booking value
Cancellations 3 to 2 week before arrival	50 % of booking value
Cancellations within 13 days before arrival	full booking value

6. ROOMING LIST AND MEAL PLAN:

A rooming list and detailed meal requirements are to be made available to the Hotel 14 days prior to arrival date at the latest.

7. GENERAL TERMS:

- All reservations, amendments or cancellations are subject to a written reconfirmation by the Hotel.
- The Hotel reserves the right to withdraw from this present agreement in case of force majeure or any grave violation to the agreement. In the event of force majeure the hotel may not be held responsible for damages.
- All other terms not mentioned in this agreement are settled in the Agreement on the Code of Contact for Group Travellers issued by the Austrian Professional Hotel Association and the Austrian Professional Travel Agency Association.
- The contracting partners hereby declare that the contents of this agreement shall be kept secret from third parties, particularly with regard to the booking status and rates.
- The hotel reserves the right to accomplish accommodation in a hotel of same category.
- Any legal disputes arising from this agreement shall be settled before the court in Vienna / Austria.

8. OTHER TERMS:

Group rates and conditions are not valid for participants of congresses or conferences.