

## General Terms and Conditions

The landlord undertakes to provide the customer with the accommodation related services in apartment houses

BLUEBERRY, Rain 30, 5771 Leogang, Austria.

WILDBACH, Hirnreit 32, 5771 Leogang, Austria.

Pension BARANEK, Kellnerfelds trasse 19, 5710 Kaprun

### Article 1 Accommodation reservation, price conditions

1. The price for accommodation and related services is governed by a valid price list as of the date of accommodation, which is on the website [www.leogang.cz](http://www.leogang.cz). The pricelist lists the prices in CZK, upon payment to an account held in CZK for ČS as or in cash in CZK, and prices in EUR on payment to an account with RB Leogang or cash in EUR.

2. The customer order and booking of the accommodation can be arranged via email via ON-LINE reservation system on the website, fax, telephone or personally.

3. Customer is responsible for the accuracy of all data listed in ordering accommodation.

4. For each apartment the price is set at minimum occupancy, and this is also charged in case of non-fulfillment of minimum occupancy. IN stay for three nights and shorter the price per apartment per night increases by 15%. The surcharge will not be charged in in the event that the booked stay will fill in vacant space between the previous and subsequent reservations.

5. Discounts listed in the property of the property can be admitted only if the customer has fulfilled the conditions for receiving these discounts. Individual discounts can not be added unless otherwise stated.

6. Based on the customer's order, the accommodation provider will send, in general, in electronic form, a Accommodation Agreement with price and payment terms

"7. If the data in the contract is correct, you agree to our General Terms and Conditions and with the billing specified in the contract, simply reply to this email with the text" I CONFIRM CONTRACT No xxxx "" . "

8. The booked accommodation is provisionally booked up to the due date according to the payment terms, which are stated in the Accommodation Agreement.

9. Reservations are mandatory by paying a deposit (usually up to 50% of the deposit) accommodation prices) or, as the case may be, the entire amount, according to the Accommodation Agreement .

10. Information on the advance payment and reservation confirmation are k available in ON-LINE booking system in the booking overview at [www.leogang.com](http://www.leogang.com). Acceptance of an advance payment and its settlement will be reflected in the reservation system by changing the color of the respective boxes in the date of your stay from the current gray-blue to red. (some time-out, about 5 days, calculated from the day of payment, should be taken into account.)

11. The customer is obliged to pay the full price of the accommodation and services no later than 30 days before the arrival of the accommodation or according to the specified payment terms in the accommodation agreement, cash or transfer to a bank account. Due date means the payment of a deposit, eventually a surcharge, or the entire amount on the landlord's account.

12. V in the event of non-compliance with the payment terms, it is considered that the customer has not accepted the offer and is obliged to pay the severance payment referred to in Article 5 below.

13. If a payment by bank transfer is classified as a payment abroad, the transfer fee is borne by the transferring person-customer.

## **Art. 2. Cancellation of accommodation by the landlord**

1. The accommodation provider may withdraw from the contract with the customer within 14 days prior to the start of accommodation if this is not possible. technical and operational reasons.

2. V in the event of a natural disaster or in the case of a major accident which renders the accommodation impossible, the accommodation provider may withdraw from the contract with the customer at any time

3. The accommodation provider is obliged to immediately inform and agree with this fact of the customer the method of settlement by offering a substitute period of residence or by paying a prepaid deposit.

4. A customer who, in the course of his stay, does not respect the accommodation rules of the property owner, grossly violates the instructions of the property owner or violates the provisions of this agreement may be accommodation is excluded, losing any claim for compensation for unused services.

## **Art. 3. Obligations of the property owner**

1. The landlord is obliged to surrender to the customer the premises reserved to him for accommodation in a condition suitable for proper use and to ensure the undisturbed exercise of his rights related to accommodation.

2. The landlord is required to investigate any complaints from customers and, in the case of a legitimate complaint, take care of the remedy.

## **Art. 4. The rights and obligations of the customer**

1. The tenant has the right to use the premises reserved for his accommodation, as well as to use the common areas of the accommodation facility and to use the services provided for accommodation.

2. Customers can stay on the day of check-in at 15:00 , on the day of departure customers will leave the apartment no later than 10:00 am. If this is not the case, the landlord has the right to clean the apartment.
3. The customer is obliged to on the day of check-in check the apartment's equipment is flawless, in the event of any defects being found, they are required to report to the property owner. If not, the next procedure is followed according to the following point
4. The Resident is obliged to compensate the property owner for the damage caused to the apartment equipment and to the common facilities at house.
5. Customer is obliged to respect the ban on smoking and handling open fire in of the whole building. WITH open fire can only be manipulated in conjunction with heating the common room where solid fuel stoves are placed - wood.
6. When making a check-in and check-out, the customer must comply with the accommodation conditions and stay in compliance with the accommodation rules given in Article 6 of this Treaty. Customer may use additional accommodation services if these are included in price of stay, v other cases only at their expense.

#### **Art. 5. Cancellation (cancellation) of the customer's accommodation**

1. The Customer has the right to cancel the Accommodation Agreement at any time, in principle in writing or by e-mail. The date of cancellation of the contract is in this shall mean the date of service of the written cancellation of the Contract for the provision of accommodation
2. IN in the event that the customer cancels the accommodation agreement in the above manner, he is obliged to pay the following damages to the accommodation provider as damages.
3. For the determination of the severance pay, the decisive period is from the date of cancellation of the contract until the date of arrival. The amount of the severance payment is based on the total price of the accommodation (without final cleaning and residence fee) stated in the contract and is charged in the amount of:
  - and) 500 CZK / 20 € if canceled up to 31 days prior to arrival - it is always charged and serves to cover the costs associated with the administrative processing of the cancellation
  - b) 40% of the price of the accommodation will be canceled within 21 days (inclusive) before arrival
  - C) 60% of the price of accommodation, if canceled within 14 days (inclusive) before arrival
  - (d) 80% of the price of accommodation, if canceled within 5 days (inclusive) prior to arrival
  - E) 100% of the price of the accommodation if canceled 4 days or less before the arrival of the accommodation or if it does not or if it is interrupted for any reason.
4. IN In the case of serious grounds for termination of the contract by the customer (family death, serious illness), the landlord may waive the payment of the allowance.
5. The landlord offers a relaxed term to sale at a discount. IN in the case that the relaxed term succeeds in selling to another bidder, the sum of the difference in prices will be considered as an allowance.

## Art. 6. Accommodation rules

- upon arrival, please fill in the Accommodation Report, or submit your travel documents so that we can fill in the report yourself
- in the day of arrival are apartments to available from 15:00
- in the day of departure is requested to release the apartment no later than 10.00 am
- in from 22.00 to 7.00, please keep the night's rest
- in apartments, not in other rooms please do not smoke and do not use open fire. The exception is the heating of the common room, which is equipped with wood burning stoves
- Please waste consistently on metallic, paper, plastic and glass and into containers that specified in ski storage bins, store the mixed waste in the bins behind the house
- Please park your car exclusively on our parking lot and with the most efficient use of space
- any defects or damage to the inventory, please notify the administrator, v his absence at 00420777201423 so we can ensure their immediate removal
- Please note that in case of damage to apartment equipment, you are required to pay for this damage
- we ask that you always lock the front door and exit from the house apartment and your apartment
- we are not responsible for the freestanding valuables
- in Ground floor of the house you can use the common room including a small common kitchenette. This room serves all guests, so it needs to be cleaned after each use
- to make your stay more pleasant you can use the garden with grilling or roasting on an open fire
- if you use a marquise-shed while sitting in the garden, do not forget to always pull it in the wind or when leaving if you do not do so, you may be harmed
- in If you have any problem, comments or suggestions, please contact our staff, or contact us at 00420777201423