



General Terms and Conditions Alp-Partment Cancellation policy

If no other agreement is in place, our house apply to the [General Terms and Conditions of business for the Austrian Hotel Industry AGBH 2006](#) with modification of the cancellation policy §5 Chap. §5.5 and §5.6.

Cancellation policy of Alp-Partment

Things do not always turn out as expected, so sometimes a booked holiday has to be cancelled or terminated. There is no right of withdrawal according to § 18 Chap. 1 Z. 10 for distance and off premises contracts, instead the following cancellation rules apply:

Booked stay in High season & Peak season

- you may cancel your booking without charge up to 60 days prior to your arrival
- 60 days up to 1 day prior to your arrival: a fee of 50% of the booking amount applies
- In case of later arrival and/or earlier departure or a No-Show we will charge the total booking amount.
- A deposit (money transfer) of 30% of the reserved stay is required at the time of booking to secure reservations. The balance is due 30 days prior to arrival.

booked stay in Low season

- you may cancel your booking without charge up to 7 days prior to your arrival
- 7 days up to 1 day prior to your arrival: a fee of 100% of the booking amount applies
- In case of later arrival and/or earlier departure or a No-Show we will charge the total booking amount.
- A deposit (money transfer) of 30% of the reserved stay is required at the time of booking to secure reservations. The balance is due 30 days prior to arrival.

We recommend that you take out a vacation insurance policy. You can take out this insurance directly under the following link: [Travel Cancellation Insurance](#)

Conditions are subject to change without notice.