

Travel and Cancellation Conditions

Tourismusverein Mitterbach

1. Conclusion of the travel contract

1.1. The travel conditions listed are part of the contract between Tourismusverein Mitterbach (DorfResort Mitterbach) and the customer. The customer agrees that the contract will be processed at the email address provided. The customer will receive a non-binding offer from Tourismusverein Mitterbach in writing by email. Upon acceptance of the offer, the travel contract between the customer and Tourismusverein Mitterbach becomes binding and the cancellation conditions listed come into effect. The offer can be accepted in writing or verbally. Please note that the registration is also binding for all co-named participants.

1.2. The contract shall come into effect upon acceptance by Tourismusverein Mitterbach by sending a booking confirmation by email or post.

2. Payment and services

2.1. In order to guarantee your booking, we request a deposit of 25% of the total invoice amount within 14 days of receiving this confirmation, free of charge for the recipient. The remaining payment must be made no later than 3 days before arrival (at the earliest 20 days before arrival). For last-minute bookings (within 14 days or less before departure), payment of the total amount in advance is required.

Excluded from these terms of payment: No deposit is required for overnight stays booked in Ferienvilla Joachimsberg, Gasthof Filzwieser, Pension Klug or Zuser's Hotel Garni. Payment is made directly to the respective establishment on site.

When making payment, please quote your invoice number.

Bank account details: Steiermärkische Sparkasse IBAN: AT08 2081 5192 0003 7596, BIC: STSPAT2GXXX

Any vouchers will be sent by the day of arrival at the latest and must be handed in to the service provider.

3. Cancellation policy/cancellation terms

3.1. Before departure, the customer may withdraw from the contract at any time by sending an email to rezeption@dorfresort.at. In the event of withdrawal or failure to commence the trip, we are entitled to charge the following cancellation fees:

Free cancellation up to 3 months before arrival

-up to 1 month before arrival 40%

-up to 1 week before arrival 70%

-in the last week before arrival 90%

No-show - 100% of the total amount

3.2. The cancellation fee is calculated as a percentage of the travel price and depends on the date of cancellation. The travel price or package price is understood to be the total price of the contractually agreed service.

4. Cancellation insurance

4.1. We know from experience that, despite all the excitement of going on holiday, something unexpected can always happen. To save you hassle and cancellation costs, we recommend taking out hotel cancellation insurance with our partner Europäische Reiseversicherungs-AG:

<https://start.europaeische.at/index.php?key=hsp&AGN=10019872>

5. Transfer of the package travel contract to another person

5.1. The travellers covered by this package travel contract have the right, in accordance with Section 7 of the PRG, to transfer it to another person who fulfils all the terms and conditions of the contract. Tourismusverein Mitterbach must be notified of the transfer of the contract on a durable medium within a reasonable period of time before the start of the trip. The transferor and the person replacing the original traveller are jointly and severally liable for the outstanding amount of the travel price and the minimum handling fee, as well as for any additional costs incurred.

6. Organiser

6.1. Tourismusverein Mitterbach (DorfResort Mitterbach), Lederergasse 9; 3224 Mitterbach am Erlaufsee, Tel: +43 (0)3882/344 38, E-Mail: rezeption@dorfresort.at, Web: www.dorfresort.at, VAT ID: ATU69603823, CRN: 204326756



6.2. Tourismusverein Mitterbach's authorisation to provide travel services can be found on the website <https://www.gisa.gv.at/abfrage> under GISA number 32486117.

6.3. As the organiser, Tourismusverein Mitterbach (DorfResort Mitterbach) is responsible for the proper provision of all travel services specified in the package travel contract, regardless of whether these services are to be provided by Tourismusverein Mitterbach or other travel service providers in accordance with the contract. If you encounter difficulties during your trip, Tourismusverein Mitterbach (DorfResort Mitterbach) is also obliged to provide you with immediate and appropriate assistance. This may include providing you with relevant information about health services, local authorities and consular assistance, as well as helping you to establish remote communication connections and find alternative travel arrangements.

6.4. Tourismusverein Mitterbach (DorfResort Mitterbach) may demand reasonable compensation for its assistance if you have caused the difficulties yourself, either intentionally or through negligence. This compensation may not exceed the costs actually incurred by Tourismusverein Mitterbach (DorfResort Mitterbach).

7. Duty to Notify

7.1. You must immediately notify Tourismusverein Mitterbach (DorfResort Mitterbach) of any breaches of contract that you notice during the provision of the travel services agreed in the travel contract, taking into account the respective circumstances, at rezeption@dorfresort.at or Tel: +43 (0)3882/344 38.

8. Internal and Out-of-Court Dispute Resolution

8.1. No internal complaint procedures shall apply. Tourismusverein Mitterbach (DorfResort Mitterbach) is not obliged to participate in out-of-court dispute resolution before a state-recognised consumer arbitration board within the meaning of the AStG (Alternative Dispute Resolution Act). If no agreement can be reached in specific disputes between us and our customers, we will announce the alternative dispute resolution body responsible for us and inform you whether we will participate in any alternative dispute resolution proceedings.

9. Miscellaneous

9.1. The invalidity of individual provisions of the travel contract shall not result in the invalidity of the entire contract.

10. Place of jurisdiction

10.1. The contractual relationship is subject to Austrian law. The place of jurisdiction is Lilienfeld.

