



LECHNER AM SEE



## GENERAL TERMS AND CONDITIONS

### **Contract fulfillment and cancellation:**

The contract (guest accommodation contract) is concluded by binding booking (verbally, in writing, by fax, e-mail or by telephone). The provider (Lechner am See) undertakes to provide the contractually owed services. The guest is obligated to make use of the booked services or, if applicable, to reimburse the loss in case of non-use.

### **Cancellation or no-show:**

It is pointed out that for the guest - regardless of the type of booking - no general free cancellation or revocation right exists with respect to the concluded accommodation contract. In case of cancellation or other non-utilization of the booked service, the claim of Lechner am See to payment of the agreed accommodation price remains. Lechner am See will make a good faith effort to let the booked service to another party. If this is not successful or only partially successful, cancellation fees will be due. In accordance with the recommendations of the German Hotel and Restaurant Association, the guest accommodation conditions and case law, we apply the following cancellation costs in the event of cancellation, no-show or early departure:

The agreed travel price less saved expenses as follows: 90%

The guest reserves the right to prove to Lechner am See a higher saving of expenses than stated. The conclusion of a travel cancellation insurance is therefore recommended. Cancellation or cancellation must be addressed to the booking office for technical reasons and should be made in writing in the interest of the guest.

### **Arrival and departure conditions:**

Unless otherwise agreed, the apartment is at your disposal from 16.00 on the day of arrival. For arrivals after 18.00 o'clock the guest has to inform Lechner am See in time. If this is not done, Lechner am See is entitled to occupy the accommodation elsewhere on the following day. Unless otherwise agreed, the accommodation must be vacated by 10:00 a.m. on the day of departure.

### **Obligations of the guest:**

The guest must immediately report any defects in the accommodation or booked services or demand remedy. A vacation apartment may only be occupied with the agreed number of persons, a violation can justify the right of Lechner am See to additional charges or termination of the contract. Furnishings and equipment of the facility are to be treated with care by the guest. In the event of damage or gross soiling of the furnishings or equipment beyond the normal extent, the guest is obliged to pay Lechner am See the replacement costs or the costs of cleaning.

Lechner am See, 01.01.2021