

Terms & Conditions

1. Reservations

1.1 On all the reservations at the Hochkönig Lodge are these Terms and Conditions (T&C's) applicable. Only in special cases the Hochkönig Lodge is able to deviate from these T&C's. In case the Hochkönig Lodge agrees to deviate from these T&C's, this needs to be confirmed by e-mail by the Hochkönig Lodge.

1.2 The tenants (as per the reservation) are responsible for compliance with the rules and regulations mentioned in the confirmation of the reservation.

1.3 Every reservation will be confirmed by the Hochkönig Lodge by e-mail.

2. Payment

2.1 When reserving the Hochkönig Lodge, a deposit of €750,00 will be charged to your credit card. If you made a reservation via e-mail, the deposit will be included on your invoice. Hochkönig Lodge will send an invoice by e-mail for the rental and cleaning fee. The deposit is payable upon receipt of the invoice, the remainder no later than 10 (ten) weeks before the arrival date. When the reservation is made less than 10 (ten) weeks before the arrival date, the complete rental price should be paid at once.

2.2 When the Hochkönig Lodge has not received the payment in time, Hochkönig Lodge will cancel the reservation. The cancellation terms as stated under article 3 will still apply.

2.3 Seven (7) days after the rental period, Hochkönig Lodge will transfer the deposit to the same bank account used for the payment.

3. Cancellation by tenant

3.1 Cancellation should be done by e-mail. After receiving the cancellation, Hochkönig Lodge will send a confirmation within 7 (seven) days.

3.2 The below cancellation fees apply.:

- Till 10 weeks before arrival – restitution of 50% of the total rental price;
- 8-10 weeks before arrival – restitution of 40% of the total rental price;
- 6-8 weeks before arrival – restitution of 30% of the total rental price;
- 4-6 weeks before arrival – restitution of 20% of the total rental price;
- 2-4 weeks before arrival – restitution of 10% of the total rental price;
- Less than 2 weeks before arrival – no restitution

4. Changes requested by tenant

4.1 In case the tenant would like to change the rental period, this is possible in case the following applies:

- Till 6 weeks before the arrival date, and
- Only in the same season and the same year (winter, summer or low season) as the booked period, and
- In case the Hochkönig Lodge is available in the preferred period.

In case the Hochkönig Lodge is not available, the in article 3 mentioned cancellation term apply.

These terms also apply to the difference in week price as well as the difference in duration.

5. Cancellation by Hochkönig Lodge

5.1 In case, due to unforeseen circumstances, the Hochkönig Lodge needs to cancel the reservation, the Hochkönig Lodge will inform the tenant as soon as possible, and will suggest an alternative (when possible). When the tenant will not accept the alternative, or in case there is no alternative available, the Hochkönig Lodge will refund the money that has already been paid. The tenant has no other rights than the money paid already to Hochkönig Lodge.

6. Responsibilities of the tenant

6.1 During the stay in the Hochkönig Lodge, the tenant is responsible for the Lodge, the furniture and everything related to the property. Potential damage caused by the users of the Lodge will be compensated by the tenant.

In case the caused damage is not compensated completely directly after the stay, the Hochkönig Lodge has still the right to hold the tenant liable for the compensation there off. All the costs related to this will be the responsibility of the tenant.

Damage should be reported to the property manager at the day of arrival. Any damage not reported at the day of arrival will be the responsibility of the tenant.

6.2 The amount of people mentioned in the reservation is the maximum amount of people that is allowed to stay at the Hochkönig Lodge for the rental period. The Hochkönig Lodge has the right to refuse the access to the lodge of the people that were not included in the reservation.

7. Responsibilities of the Hochkönig Lodge

7.1 Hochkönig Lodge accepts no responsibility for any loss, theft or damage of any sort.

7.2 Hochkönig Lodge has no responsibility for errors or changes in the information provided. The information on the website is leading.

7.3 Hochkönig Lodge is not responsible for damaged caused by nature disasters, terrorist attacks, strikes and other situations which are outside the influence of the Hochkönig Lodge.

7.4 Not all mentioned facilities are open/available the whole year. Hochkönig Lodge is not responsible for this. The use if all facilities is at the tenants' own risk.

7.5 The Austrian law is applicable to the reservations made at the Hochkönig Lodge.

8. WIFI

8.1 the Hochkönig Lodge has a very fast Wi-Fi network installed. The speed is however "as-is" and cannot be guaranteed, as the Hochkönig Lodge is dependent on its provider.