

Terms and Conditions of the Murau Tourism Association

When booking an individually selected accommodation, essentially the General Terms and Conditions for Hotels of the Austrian Hotel Association (AGBH) apply with these cancellation rules: Up to 30 Days prior no fee, 29 to 7 days 30 %, from 6 days 70 %. Late arrival/no show 90 % of the cancelled nights. Should the accommodation provider disclose its own terms and conditions on cancellations and payment in making the booking, these then apply.

I. General Terms and Conditions for the Hotel Industry

The Tourist Office Region Murau, hereafter referred to as "Tourist Office", acts as facilitator when entering a business relation with a guest requiring a reservation. Therefore a contract is formed between the guest and the accommodation establishment, hereafter referred to as the "Proprietor". The following general terms & conditions apply to such a contract subject to the version applicable at the time of booking. Possible demands out of this contract can only be asserted directly with the contracting party without any liability whatsoever to the Tourist Office. The Tourist Office acts under the express condition with the guest, that the reservation, as well as the placement thereof, falls under the ruling of the "General Terms and Conditions for the Hotel Industry", hereinafter referred to as "AGBH 2006".

Until latest 3 months before the agreed arrival day, both parties, i.e. the guest as well as the Proprietor, may cancel the reservation contract without any due cancellation fees on either side. The written cancellation must reach the contracting partner within this period of time.

Until latest 1 month before the agreed arrival date the guest may cancel the reservation contract subject to a respective cancellation fee. The written cancellation must also reach the contracting partner within this period of time. A cancellation fee of 40% of the package price is payable.

In case of a cancellation up to 1 week before arrival day, the applicable cancellation fee is 70%, within the last week 90% of the package price.

II. Additional General Terms

1. The contracting partners agree on Austrian law in respect of the accommodation contract as well as the booking process made on behalf of the guest.

2. Side agreements were not made.

3. Amendments or additions to this contract have to be made in writing.

4. Any disputes arising from this business action – also about the nature of this business action – are at the sole jurisdiction of the municipal court of the city of the Tourist Office.

5. Place of performance for all services is the tourist destination represented by the Tourist Office.

6. The accommodation establishment confirms explicitly that all bookings made on behalf of a guest are subject to the "2006 General Terms and Conditions for the Hotel Industry"; in addition the accommodation establishment confirms the receipt and knowledge of the entire content of the General Terms & Conditions and accepts same in full for every booking made on behalf of a guest.

7. The Tourist Office processes data for persons and establishments with attention to the data protection act. The received data are exclusively ascertained, processed and used as far as is necessary for substantiations, arrangement or amendments of our own or facilitated business relations. The Tourist Office is entitled to pass on data to its contracted partners, as far as is necessary, to process reservations and requests. On the explicit agreement of the guest, the Tourist Office is further entitled to use and process the data received for means of consultations, advertisement, marketing research as well as offers meeting specific demands.

8. No liability is accepted for the contents and its accuracy of the accommodation establishments as well as the picture material provided.