



GENERAL TERMS AND CONDITIONS HOTEL STADT KUFSTEIN GMBH

1. CANCELLATION AND PAYMENT CONDITIONS

We guarantee your room with a firm booking. A booking is considered confirmed as soon as you have received a booking confirmation from Hotel Stadt Kufstein and - if required - a valid credit card has been deposited as a guarantee.

Please remember to cancel the room in good time if, contrary to expectations, you do not need it. Cancellations must be sent to the hotel in writing by e-mail.

2. FLEXIBLE RATE

Cancellation 24 hours (local hotel time) before the day of arrival is free of charge. Later cancellations will be charged at 90% of the total amount.

For cancellations after 18:00 local time on the day of arrival or in the event of a no-show, the full booking period will be charged.

Should there be any changes to your travel plans - even during your stay - the full booking amount for the booked period will be charged or debited from the credit card on file.

3. SEPARATE CANCELLATION CONDITIONS

Special cancellation conditions apply during the travel period from 23 December of the current year until

6 January of the following year and during the Hahnenkamm race weekend - a cancellation fee of 100% within 30 days prior to arrival.

Payment of the booking amount must be made 30 days in advance by debiting the credit card on file.

Should there be any changes to your travel plans - even during your stay - the full booking amount for the booked period will be charged or debited from the credit card on file.

During the periods mentioned (Christmas / New Year / Hahnenkamm Races), the minimum stay per guest at Hotel Stadt Kufstein is three nights.

The Hotel Stadt Kufstein shall be released from its contractual obligations in the following cases |

- ❖ If force majeure makes the proper provision of the services owed impossible. Force majeure includes natural disasters, official measures, epidemics, pandemics or other unforeseeable events that are beyond the control of the parties and make fulfilment of the contract impossible. In the event of force majeure, both parties are obliged to inform each other immediately and to endeavour to find a solution acceptable to both parties.

4. GENERAL CONDITIONS

1. All prices quoted are per room / person in € (Euro), including or excluding breakfast breakfast and including statutory duties and taxes. Should the statutory taxes, duties or fees change after the contract has been concluded, the hotel reserves the right to adjust the prices accordingly. We therefore reserve the right to change prices.

2. the local tourist tax of EUR 2.60 per person per night is not included in the room rate; this will be charged separately. This will be charged separately.
3. The contract is concluded between the guest and Hotel Stadt Kufstein GmbH.
4. The Austrian hotel contract conditions apply. The place of jurisdiction is Kufstein.
5. For bookings of 5 rooms or more, the hotel's separate cancellation conditions apply (see GTC for group travellers).
6. The above conditions only apply to individual bookings.
Conditions for group bookings can be requested on request.
7. The **FAQ** on the official website of Hotel Stadt Kufstein GmbH are an integral part of this agreement.

5. CHECK-IN | CHECK-OUT

Arrival: from 15:00

Departure: until 11:00 am

Early check-in and late check-out are possible on request and subject to availability.

For early check-in before 11.00 a.m., the daily room rate will be charged.

Check-in after 11.00 am and late check-out after 11.00 am and until 2.00 pm will incur a charge of EUR 40.00 each.

100 % of the room rate will be charged for departures after 2.00 pm.

6. PAYMENT BY CARD

The following cards are accepted:

MasterCard, Visa, JCB, CUP, Maestro, V Pay, AMEX.

The hotel reserves the right to pre-authorise credit cards prior to arrival. If a credit card transaction is not successful, the hotel reserves the right to cancel the booking. In this case, the corresponding cancellation conditions according to point 1 apply. All costs for failed transactions are borne by the guest.

7. EXCLUSION OF LIABILITY AND COMPENSATION FOR DAMAGES

The hotel is not liable for loss, theft or damage to items brought into the hotel, unless this was caused by gross negligence or intent on the part of the hotel.

We recommend depositing valuables in the room safe. The hotel is only liable up to a maximum amount of EUR 550.00 in accordance with the provisions of Austrian hotel contract law.

The hotel is not liable for the non-fulfilment of the contract if this is due to force majeure. This includes, in particular, natural disasters, epidemics, pandemics, official travel restrictions or other events beyond the hotel's control.

8. ADDITIONAL BEDS

Extra beds are available on request and subject to availability in certain room categories for a fee.

9. SMOKING AND DOGS

Smoking is prohibited throughout the hotel complex.

A special cleaning fee of EUR 250.00 will be charged for offences.



If a fire alarm is triggered, the total cost of EUR 960.00 will be charged. Dogs are only permitted by prior arrangement and for a fee - see [FAQ](#).

10. DATA PROTECTION

The hotel processes personal data in accordance with the applicable provisions of the GDPR. All data is treated confidentially and only used in the context of contract fulfilment. Further information can be found under [data protection](#) on our hotel website.

11. PLACE OF FULFILMENT | PLACE OF JURISDICTION | DISPUTE RESOLUTION

In the event of disputes arising from this contract, the parties shall first endeavour to reach an out-of-court settlement. If no agreement is reached, the district court of Kufstein shall have jurisdiction. In addition, alternative dispute resolution in accordance with Regulation (EU) No. 524/2013 on online dispute resolution can be used.