

Hotel / Reservation / Cancellation

OFFER:

- Send us an inquiry using our online form www.hotelvictoria.at/anfrage or www.hotelvictoria.at/online.
- If a room is available you get an offer with an option for two days.
- Only after you have received our booking confirmation, the reservation is binding (Please note the cancellation policy).
- The indicative offer is only valid until 12 a.m. of the option date. Changes and errors reserved.
- Please remember, some emails do not arrive. For safety, we recommend a telephone confirmation via sms to the number +43 664 4000 160.
- If you do not confirm the offer within the option period, the reservation will be erased from our system.
- We recommend a cancellation insurance: It's easy to calculate premiums and book at the European travel insurance on <http://hotel.europaeische.at/hai?AGN=10008658>

Booking:

- Summer and winter season: Booking period for double rooms, junior suites, family suites is in the season Saturday - Saturday (7 Übernachtungen min., min. except during the Christmas holidays: 10 nights.)
- Short stays (up to 6 nights) are only available at short-term!
- Other travel periods, please inquire.
- The Romantic-Suites are, except during the Christmas holidays (Minimum stay during the Christmas holidays: 3 nights) available daily.
- Prices are excluding local taxes from Euro 1,00 per day (Children under 15 years are free).

Deposit:

- We ask for understanding, we must require a deposit to guarantee the reservation.
- Deposit Amount: Depending on the day of reservation 30% - 70%.
- By Bank/Austria: Please ask for our Account: Mail to **office(at)hotelvictoria.at**.
- Per credit card: About www.paypal.com, to office (at) hotelvictoria.at. Please note, we do not accept any charges, it will be posted only the amount received as a deposit.
- By credit card (Visa, MasterCard): For this, we need your card number, expiration date of the card, the 3-digit security code (last three digits on the back side of your card), and written authorization to debit. Processing fees are deducted, and therefore only the amount received by the credit institution shall be counted as pre-payment.
- Per Paybox (ONLY in Austria): To the mobile phone number 0664 4000160.
- By our online shop: www.hotelvictoria.at/onlineshop.
- You will receive a reservation confirmation after receipt of the deposit.

Cancellation Conditions Hotel Victoria:

- Room Cancellations are valid only in writing (per Mail, Fax or Post).
- Up to 3 months before the holiday (except for a handling fee of 30 - to 70, - Euro, depending on the effort / staff) no cancellation fees. Until three months before the arrival date, both parties can solve the accommodation contract.
- From 3 months to 1 months before the holiday, we charge 3 days, in the case of non-availability, from 1 months, we will charge the entire stay booked.
- The deposit will be charged with cancellation fees or handling charges.

Hotel Victoria Reichkender GmbH - Fam. Reichkender

A-5751 Maishofen, Zellerstrasse 10, Phone +43 664 4000160, Fax +43 6542 68297-33

Mail info@hotelvictoria.at Internet www.hotelvictoria.at

- For late arrivals or early departure will be charged the entire booked period (no deductions)! For not taken meals we do not grant deductions. You can taking lunch, instead of dinner (valid only when notified to 12.00 clock of the day).
- No refund of unused services.
- In the case of non-availability of the room by force majeure, no legal right score to the hotel.
- By accepting the offer, you agree to all our conditions.
- This informations are an additional to the Austrian Hotel contract conditions, www.hotelvictoria.at/hotelstornobedingungenWKOengl.htm.
- Valid court: Zell am See.
- We recommend a trip cancellation insurance. Information on www.hotelvictoria.at/reisevers/.

ROOM:

- Your booked room is available from ca. 2.00 p.m. on arrival day.
- For arrivals after 6.00 p.m. we ask for notification. (Latest possible checkin to 11.00 p.m.)
- On your departure day please leave the rooms not later than 10.00 a.m., the Romantic-Suites not later than 12.00.am!
- The junior suites and Romantic-Suites are not avaiable to book as a single-room!

Payment:

- You can pay your hotel bill in cash (Euro), per credit card or ec-card!
- Please note: No cash payments on credit cards or ec-card!
- Note: Specials can only be paid with cash.