

Booking and cancellation policy - Hotel Victoria - Maishofen

LAST UPDATE: 23.03.2023. MISTAKES AND CHANGES RESERVE.

- DIRECT BOOKING::

- ◆ You can REQUEST room availability or BOOK ONLINE at [www.hotelvictoria.at/online](http://www.hotelvictoria.at/online).
  - ◆ NOTE: The booking can be canceled within 24 hours from the hotel, when an error is discovered in the pricing or availability!
  - ◆ Room prices exclusive of local tax, € 1.10 per day (children under 15 are free).
- ANZAHLUNG:

- ◆ We ask for your understanding that we need to request a deposit for fixing the booking. Deposit amount: Depending on the time of reservation from 50% - 100%.
  - ◆ PAYMENT OPTIONS:
  - ◆ Per bank transfer to: Hotel Victoria / IBAN (NEW): AT893505300042012443 / BIC RVSAAT2S053
  - ◆ Per credit card: Per [www.paypal.com](http://www.paypal.com), to [office@hotelvictoria.at](mailto:office@hotelvictoria.at)
  - ◆ Debiting of your credit card (Visa, MasterCard). For this we need your card number and expiration date of the card, the 3-digit security code (on the back of the credit card), and a written authorization (via email to [rezeption@hotelvictoria.at](mailto:rezeption@hotelvictoria.at)) for the debiting of the deposit. Please divide this data to 3 emails for security reasons.
  - ◆ You receive a booking confirmation upon receipt of deposit.
- CANCELLATION:

- ◆ Room cancellations must be in writing, by fax or mail.
  - ◆ Up to month before arrival fall no cancellation fees.
  - ◆ For cancellations up to 1 month before date of arrival, we charge 50 percent of all nights.
  - ◆ For late arrivals, early departures or no-show, the entire period of the reservation will be charged (without deductions)!
  - ◆ The deposit will be offset against the cancellation fees, or administration fee.
  - ◆ There is no claim for unutilized services.
  - ◆ This information applies in addition to the Austrian Hotel Contract Conditions, [www.hotelvictoria.at/wko](http://www.hotelvictoria.at/wko), as agreed. Place of jurisdiction is Zell am See.
  - ◆ We recommend a Travel Cancellation insurance:  
<http://hotel.europaeische.at/hai?AGN=10008658>
- ROOM:

- ◆ Your booked room will be ready at about 3:00 P.M. on arrival. If you arrive after 6:00 P.M., we ask you to give us a short notice. Latest arrival is 10:00 P.M.! Your room is
  - ◆ available to you until 10:00 A.M. on the day of departure!
  - ◆ LATE CHECKOUT (02:00 PM) ON REQUEST AND WHEN AVAILABLE, FOR EXTRA CHARGE OF 40, - EURO PER ROOM.
  - ◆ The junior suites and theme suites are not available for single room!
- PAYMENT:

- ◆ You can pay your hotel bill in cash (euros), credit card or debit card!
  - ◆ Please note: No cash payment on credit cards!

PAYMENT - TRAVEL BUREAUS

For Group- or Travel Agency Reservations see our special terms:

For Group- or Travel Agency Reservations we charge a prepayment of 30 % within 10 days after assumption of our offer, plus the payment of the total booking amount within 4 weeks before the arrival of the guests.

A cancellation is only possible till 2 months before the arrival of the guests.

In case of late cancellation our usual cancellation rules occur.

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