



## General Terms and Conditions (GTC)

### Cancellation Policy

An accommodation contract is concluded as soon as a reservation request for a sleeping place has been confirmed – regardless of whether the booking was made in writing or verbally (e.g. by telephone).

If you cancel your stay or fail to arrive, cancellation fees will apply. The same applies if individual members of a group do not show up or leave early. Short-term cancellations or changes to the group size within the periods listed below will incur a cancellation fee per person and night:

Period	Cancellation
from 14 days before arrival	€ 10,-- per person / day
from 6 days before arrival	€ 20,-- per person / day
on the day of arrival or no-show	€ 35,-- per person / day

The time limits refer to the receipt of the written cancellation by the hut manager. The reference time is 6:00 p.m. on the day of arrival.

The booking guest, group leader or tour leader is responsible for making timely changes or cancellations. All changes must be made exclusively through the reservation system. Financial transactions that have already been charged to the credit card cannot be refunded.

### Free Cancellation

Free cancellation is only possible if:

- the access route to the hut is officially closed by the authorities, or
- in winter, the approach is directly affected by an avalanche danger level 4 (high) or 5 (very high) according to the official avalanche bulletin.

A shortening of the stay will be granted free of charge if, during the stay, avalanche danger level 4 or higher is forecast or officially declared for the access route or the touring area.

Illness, injury, bad weather, unfavorable touring conditions, or booking errors within the reservation system do not constitute valid reasons for free cancellation within the agreed cancellation deadlines. Our cancellation policy is deliberately more moderate than standard Austrian hotel regulations (AGBH). Nevertheless, in the interest of fair risk allocation, we strongly recommend taking out travel cancellation insurance.

### Accommodation Notice, Liability and Responsibility

Please note that despite the greatest care by our team, in rare cases **pests or other unwanted influences** may occur.

Due to the special conditions of mountain huts and the frequent change of guests (e.g. long-distance hikers), the introduction of such issues cannot be completely ruled out. Neither we nor the owning Alpine Club section assume any liability for resulting inconveniences; **complaints or compensation claims are excluded.**

All decisions regarding tours, route selection, weather and avalanche conditions are the sole responsibility of the guest. The hut management accepts **no liability for any kind of damage.**

By completing your accommodation contract, you **acknowledge and accept these terms and conditions** as binding.