



Terms & Conditions Gästehaus Branders

1. General

These Terms & Conditions apply to all bookings with Gästehaus Branders, Namlos 13, 6623 Namlos, Austria, unless indicated otherwise.

To all situations which are not described in this document, the [\(general\) Austrian Hotel Contract Conditions](#) apply.

2. Request, offer and reservation/booking

A request or booking can be made orally, by telephone, per E-Mail or on the internet.

After a request has been made, the guest receives a customized offer. This offer is not binding and subject to availability at the time of reservation/booking.

As soon as the guest receives a reservation- or booking confirmation, the booking becomes binding.

Gästehaus Branders has the right to refuse a booking or guests if, in opinion of Gästehaus Branders, this/these do not fit in the spirit of the Gästehaus,

No reservation costs are being charged.

A deposit is normally not required. However, Gästehaus Branders is free to request a deposit at any time.

Payment can be done by bank transfer (IBAN AT60 3699 0000 0872 4908, BIC RBRTAT22) before the stay. On site we offer payment by cash or with debit card. For payments with credit card we charge a 2,5% extra on the total invoice amount.

3. Cancellation or modification of bookings

Below cancellation procedures apply to bookings made directly with Gästehaus Branders (without intervention of other booking websites). For the cancellation conditions of the various booking sites, we refer to the relevant websites.

- cancellation until 1 month before arrival: no cancellation fee will be charged
- cancellation within the month of arrival: a cancellation fee of 50 % of the total booking amount will be charged (local city taxes are not calculated).

In case of early departure or late arrival (eg due to weather conditions), no refunds will be allowed.



4. Liability

Gästehaus Branders is not liable for accidents or damage, loss or theft of property of the guests.

Guests must report damage and loss of movable and immovable property of Gästehaus Branders immediately and will have to be reimbursed if necessary.

Guests must adhere to the House Rules. Gästehaus Branders reserves the right to deny guests access to the Gästehaus if it appears that they do not treat the property with respect and do not comply with the House Rules.

5. House Rules

- a) On the day of arrival, your room or apartment will be available as of 14h00. After prior consultation and subject to availability, an early check-in is possible. On the day of departure we ask you to vacate your room or apartment by 10h00, unless otherwise agreed in advance.
- b) There's no extra charge for cleaning, as long as the rooms/apartments are left clean and tidy. For the apartments, this means the dishes are done and everything is put back in place. In case of extreme dirtiness, damage or theft, there will be an extra charge corresponding to the cost for extra cleaning or in accordance with the damage suffered.
- c) All furniture will have to stay inside. During the summer months, balcony furniture is foreseen.
- d) The guests in the apartments are asked to follow the recycling instructions as described in the information holder.
- e) Gästehaus Branders reserves the right to enter the guest's room or apartment at any time
- f) Well educated dogs are welcome after consultation, only in apartment 1. We ask that the dog(s) do not disturb the other guests in the house. Dogs are not allowed to come inside Gästehaus Branders.
- g) All rooms, apartments and shared spaces at Gästehaus Branders are non-smoking. Smoking is only allowed on the guest's balcony or on the terrace at the front door. Ash trays are available.
- h) Guests are expected to always consider the other guests. This way, everyone can enjoy a relaxing stay in the Gästehaus.