

General conditions

It is wise to read these conditions carefully before making a reservation.

You will find here the rights and obligations of you and Haus Enzian.

1. Reserve

1.1 These General Terms and Conditions apply to all our reservations. Deviations are only possible in incidental cases and when they have been confirmed in writing by Haus Enzian.

1.2 The client is jointly and severally liable for the fulfillment of all obligations by himself and all fellow travelers resulting from the booking confirmation.

1.3 We only handle assignments for the reservation of persons who are eighteen (18) years of age or older. Reservations by persons younger than that age are therefore not valid.

2. Reservation order and payment

2.1 Every booking order is confirmed by Haus Enzian by means of a booking confirmation by email.

2.2 The deposit (hereinafter referred to as "the rent") must be paid within two weeks of receiving the booking confirmation. The remaining rent must be paid no later than 4 weeks before the arrival date. For reservations shorter than 4 weeks before arrival date, the full rent must be paid at once.

2.3 In the event of late payment, Haus Enzian is entitled to cancel the reserved accommodation. The cancellation conditions will then apply (without prejudice) (see Article 3).

3. Cancellation by the tenant

3.1 Cancellation must be made in writing or by e-mail to Haus Enzian. Upon receipt of the cancellation, Haus Enzian will send you a cancellation confirmation / invoice within 7 days at the latest.

3.2 In the event of cancellation, the refund percentages given below apply.

The Haus Enzian advises you to take out cancellation insurance.

- refund of 100% of the rent up to 30 days before arrival

- no refund from 30 days prior to arrival until arrival date, the client owes the full rent.

4. Cancellation by Haus Enzian

4.1 If any circumstance requires Haus Enzian to cancel the reserved accommodation, the relevant tenant will be informed immediately and, if possible, with an alternative offered. If the tenant does not accept this alternative, or if Haus Enzian is unable to offer an alternative, Haus Enzian will immediately refund the amount already paid by the tenant. Tenant has no more or other right than the reclaim of this amount.

5. Changes by the tenant

5.1 If the tenant wishes to transfer to another apartment or wishes to change the rental period, this is always possible up to 6 weeks before the start of the rental period for the reserved accommodation (if available). There are no additional costs involved. If no apartment is available in the desired period, the conditions stated in Article 3 apply for cancellation by the tenant. If the desired rental period is shorter than the period already reserved, then for the difference in rental days, Article 3 for cancellation by the tenant remains fully applicable.

6. Liability of the tenant

6.1 During the stay in the accommodation, the tenant is fully liable for the rented accommodation, the furnishings and all matters that belong to the rented. Any damage caused by the users of the accommodation or elsewhere in the Haus Enzian must immediately be fully reimbursed by the tenant to the landlord. Haus Enzian is still entitled to hold the renter liable if the damage caused has not been settled, or not properly, or the costs payable locally have not been paid (in full) by the renter. All related (collection) costs are entirely for the account of the tenant mentioned in the booking confirmation. For damage and / or defects which are not reported to the owners of the Haus Enzian at the latest on the day of arrival, the immediately stated liability of the tenant applies.

6.2 The number of persons stated in the booking confirmation is the maximum permitted number. Occupancy with more people is not permitted and Haus Enzian is entitled to refuse access to the accommodation if occupancy is by more than the permitted number of people.

7. Liability of Haus Enzian

7.1 Haus Enzian accepts no liability for loss, theft, damage or personal injury of any kind.

7.2 Obvious errors or mistakes in the description or prices of the accommodations offered by Haus Enzian do not bind Haus Enzian. Haus Enzian cannot accept any liability for interim changes in data, prices or printing errors.

7.3 The (price) information in the latest price list and on the website is leading. The (price) information from previously published editions will lapse.

7.4 Haus Enzian cannot accept liability for damage caused by natural disasters, natural disasters, nuclear disasters, attacks, strikes, acts of violence and coming into contact with an aircraft or parts thereof.

7.5 Not all facilities listed in the description are open day in, day out, all year round. Haus Enzian is not liable for provisions that were unavailable for any reason during your holiday. Use of all facilities is at your own risk. Due to circumstances, facilities may fail or be temporarily unavailable. You cannot claim any refund from Haus Enzian for this.

7.6 It may happen that work is being carried out in the vicinity of the rented accommodation. Haus Enzian takes no responsibility for any noise or other inconveniences.

7.7 Austrian law applies to all our reservation agreements and subsequent agreements. All disputes that may arise in relation to an agreement will be settled by the competent court.