

Berghotel terms and conditions



Booking

All of our offers are without obligation and created according to instantaneous availability. By making your reservation you confirm acceptance of the general payment and cancellation terms according to our price list.

Your written confirmation validates the reservation and is secured against a deposit of 500 € per room or with the issue of our trip cancellation insurance. The deposit you can send us by bank transfer or online with the credit card from our homepage.

Trip cancellation insurance

Occasionally, something can happen before the start of a trip. With our trip cancellation insurance, you are financially covered. Should a booked stay at a hotel be delayed, or even not taken up or prematurely broken off, cancellation charges can be redeemed. In order to save you any expenses in such cases, we recommend you take out this trip cancellation insurance, with which you are covered by "Europäische Reiseversicherung" travel insurance. The link you will find on the confirmation email.

Our cancellation policy

Until 30 days prior arrival we charge a service fee of 50,00 euro

29-15 days prior arrival: 20% of the cost of the booked journey

14-3 days prior arrival: 50% of the cost of the booked journey

From 2 days prior arrival: 100% of the cost of the booked journey - the same in case of late arrival or early departure

Arrival and departure

Your room will be available from 2 p.m. and must be vacated by 10.30 a.m. on the departure day.

In general

At the Berghotel we don't have many rules, less standardized processes, no holidays as in a big chain hotel, we expect environmentally friendly actions, the sauna area is for naked and we meet persons with respect

Payment

Visa, MasterCard, bank transfer

Room number & floor

Please understand that we cannot guarantee a room number or floor, but we will do our best to satisfy every special request!

