



Booking guarantee

In order to guarantee your booking, we ask for a deposit of 30% of the total amount of the booking. Please note that we will charge this amount to your credit card upon completion of your binding booking.

Cancellation policy and bookings

Outside the period specified in § 5.5. of the General Terms and Conditions, a withdrawal by unilateral declaration of the contractual partner is only possible under payment of the following cancellation fees:

- ◇ Cancellation must be made in writing at least 3 months before (2 months before in summer season C and winter season B) the planned arrival date. In this case, the down payment for the same holiday year minus processing fee remains. We look forward to welcoming you later this year.
- ◇ For written cancellations received between 91 days and 32 days before the arrival date, 30% of the total amount will be charged.
- ◇ For written cancellations received between 31 days and 14 days before the arrival date, 50% of the total amount will be charged.
- ◇ Short-term written cancellations of less than 14 days will be charged at 100% of the total amount. We cannot replace your booking with another booking at such short notice.
- ◇ In all seasons the booked days are fully paid. Only the costs of additional taxes and electricity are not applicable.

Pet regulations

- ◇ Dogs are welcome throughout the resort as well as in the apartments and Himmelchalets. However, we ask for your understanding that only ONE dog is allowed per Himmelchalet. Please bring your own dog blanket and basket. If an additional final cleaning is necessary, this will be charged. This must be paid without exception.
Dog owners are strongly advised to keep their dogs on a leash at all times and not to walk in the vicinity of the campsite. We kindly ask you to be considerate of other guests and hikers and to keep a minimum walking distance of 2 minutes to the area. In addition, your dog's faeces must be cleared away. In addition, we cannot tolerate barking dogs.
Thank you for your understanding and cooperation!

Under the following link the AGBs of the Alpengcampings are visible:

<https://www.alpencamping.at/agb/>