



Here you will find a short summary of the most important points of our Terms and Conditions. Only the full Terms and Conditions of the accommodation provider in their currently valid version apply.

DEPOSIT & PAYMENT

- A deposit is required for binding bookings (Camping & Chalets 39%, seasonal winter pitches € 600, short-term winter pitches € 450).
- Deposits can be paid by bank transfer or credit card (Visa/Mastercard); credit card payments are accepted for deposits only, not on site.
- The remaining balance must be paid depending on the type of booking no later than at check-out, or for winter season pitches no later than four days before arrival.
- Even in case of full prepayment, personal check-out at reception is mandatory.

MINIMUM STAY

- A minimum stay may apply depending on the season.
- For chalets, the minimum stay is generally three nights.

ARRIVAL AND DEPARTURE

- Camping pitches: arrival from 1:30 pm, departure by 11:00 am (early arrival subject to an additional fee, depending on time).
- Chalets & apartments: arrival from 3:00 pm, departure by 11:00 am (use of SPA after check out is possible)
- Late departure may result in an additional day being charged.

VISITORS AND ADDITIONAL GUESTS

- Only registered guests are allowed to use the facilities and infrastructure.
- Visitors (including short-term visitors) must always be registered at reception and are subject to a fee.
- The main guest is liable for their visitors.
- Subletting or transfer to third parties is not permitted.

LIABILITY

- The liability of the accommodation provider is limited in accordance with statutory provisions.
- No liability is assumed for valuables (e.g. cash, jewelry).
- Vehicles and their contents are parked at the owner's risk.

PETS

- Dogs are only permitted after prior registration and against a fee.
- In chalets, a maximum of one dog is allowed and only in selected units.
- Leash requirement, consideration for other guests and compliance with house rules are mandatory.
- Dogs are only permitted in the Garfrenza restaurant with prior registration; depending on availability, a maximum of one dog per table can be accepted.



CANCELLATIONS & DEADLINES

Cancellations must be made in writing; telephone cancellations cannot be accepted.

Chalets & Apartments

- up to 61 days before arrival: deposit credited
- 60–32 days: 40% cancellation fee
- 31–14 days: 70% cancellation fee
- under 14 days / no-show: 100% cancellation fee

Seasonal & Short-Term Winter Pitches

- up to 3 months before arrival: deposit credited
(redeemable only for a winter season booking in the following year)
- under 3 months: 100% cancellation fee

Camping Pitches (Holiday Pitches)

Seasons B, C, D + E

- up to 61 days: deposit credited
- 60–15 days: 50% cancellation fee
- under 15 days: 100% cancellation fee

Season A

- up to 15 days: deposit credited
- 14–7 days: 50% cancellation fee
- under 7 days: 100% cancellation fee

For cancellations made within the above deadlines, the deposit will be issued as a credit note. This credit note is valid for 3 years, not redeemable for cash, and only usable for overnight stays.

EARLY DEPARTURE / NON-USE

- Unused days or services will be charged in full.
- Additional charges (e.g. electricity, local tax) are waived only if departure takes place by 11:00 am at the latest..

You can view the full and valid Terms and Conditions of Alpengamping at the following link:
<https://www.alpengamping.at/agb/>