

Terms and Conditions

Terms and conditions Pension Terra

Welcome to Pension Terra. These general terms and conditions come into effect when a reservation is made.

Definitions:

Administrators: Vanessa den Rob den Hoed

Guest: main guest and fellow guests staying at the guest house

General

1. The main guest must be 18 years or older, be responsible for his or her fellow guests, have a permanent place of residence or abode and carry a valid ID.
2. The prices of the rooms are on pension-terra.tirol. Prices include VAT and breakfast. The prices for the apartment are excluding breakfast. The guest house is not accessible to people in wheelchairs.
4. Our rooms are suitable for a maximum occupancy of two people. The apartments for up to 4 people.
5. We wish our guests a carefree stay. However, we bear no responsibility for loss, theft, accident, personal injury, medical expenses or damage to property caused by personal oversight or circumstances beyond our control.
6. Of course we expect our guests to report any damage or missing items to us. Any costs will be charged.
7. Pension Terra is not liable for malfunctions in and around the accommodation such as power failure, wifi, water supplies and technical installations.
8. We expect our guests to follow instructions from the owner or manager.
9. The owner or manager can immediately deny and/or refuse guests access to Pension Terra in the event of violation of these General Terms and Conditions and in the event of inappropriate behaviour, without further notice and without giving reasons and without refund of the accommodation costs.
10. The administration of the owner is decisive in case of mutual disagreement unless the guest can prove otherwise.
11. We expect guests of Pension Terra to comply with the house facts and general terms and conditions.

Reservation and payment

1. The rental agreement can be entered into by telephone, e-mail, via our website or via Booking.com.
2. After receiving a reservation request, Pension Terra will send a confirmation (if the room is available).
3. The reservation is final after sending our confirmation email.

4. A deposit of 50% of the total amount must be paid for reservations.

7. The remaining outstanding amount must be transferred 1 day before arrival or paid in cash or by debit card upon arrival.

Arrival and departure

1. On the day of arrival, the room is available from 3:00 PM and check-in is possible until 11:00 PM. If you want to arrive later, please let us know.

2. It is appreciated if we are informed of the estimated time of arrival in advance.
3. Deviating arrival times from those mentioned above are only possible in consultation.
4. In connection with the cleaning of the rooms, it is necessary to vacate them before 10:00 am on the day of departure.

Complaints

1. Of course we do our utmost to offer our guests a carefree and unforgettable stay. If, despite our good care, there is a complaint, we would like to hear about it on the spot so that we can solve it immediately.