

## GENERAL TERMS AND CONDITIONS

### Conclusion of contract

Normally, the guest is our contractual partner. However, it may also be the case that the orderer, who orders or co-orders on behalf of other named persons, is also to be regarded as the contractual partner.

The contract between us and the guest/orderer is concluded by the acceptance of a written or verbal order. It may be agreed that a deposit or the entire agreed price is to be paid in advance.

### Beginning and end of the stay

The guest has the right to move into the flat from 14.00 hrs on the agreed day.

On the day of departure, the guest must vacate the rented flat by 10.00 a.m. at the latest, otherwise an additional day will be charged.

If the guest wishes to move into the flat before 6.00 a.m. on the day of arrival, the previous night counts as the first night.

### Prices

The prices quoted to the guest are inclusive prices, i.e. including the statutory sales tax. Foreign currencies will be converted into Euro on the day of payment.

All prices are per apartment per day and based on normal occupancy, which we state when explaining the apartments.

For additional persons from the age of 2 years an additional accommodation fee is charged, for children under the age of 2 years we do not charge an accommodation fee. A flat rate for a child's equipment is offered and can be agreed.

For long-term bookings of 28 days or more, the first month is invoiced and debited when the contract is signed. Thereafter, an invoice is issued on the first day of each month.

For damages caused by the guest, the general rules of the law of damages apply.

### Terms of payment

If you make a reservation via [www.villach.apartments](http://www.villach.apartments), the total amount will only be debited after our confirmation. The payment is processed via the provider Stripe.

If you book via [www.airbnb.com](http://www.airbnb.com), the payment conditions of AIRBNB apply.

### Cancellation terms and conditions

If guests cancel within 48 hours of making a booking, they will receive a full refund, provided there are at least 14 days left until check-in.

Thereafter, guests will receive a refund of 50% of the price per night for all nights if they cancel at least 14 days prior to check-in. After that, no refund will be given.

If the guest does not turn up by 6pm on the agreed arrival date and no later arrival date has been agreed, we may withdraw from the contract. However, there is an exception if the guest has paid a deposit. In this case, the flat remains reserved until 12.00 noon of the following day at the latest.

For long-term bookings, guests will be refunded 50% of the price, provided there are at least 60 days left until check-in and the length of stay does not exceed 30 days. After that, no refund will be given.

If the guest is already in the apartment, the number of nights and at least another 30 days will be charged in case of cancellation.

Note: Cleaning fees will always be refunded if a guest cancels before check-in.

### Termination of accommodation

In addition to termination due to the end of the contract, we may terminate the contract with immediate effect in the following circumstances: If the guest makes significantly detrimental use of the flat.

If the guest makes living together unacceptable by his inconsiderate, offensive or otherwise grossly improper behaviour.

If the guest is guilty of a punishable offence against property, morality or physical safety towards us or other tenants.

If the guest does not pay the bill presented to him/her after being requested to do so within a reasonable legal period of time.

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(Translated with [www.DeepL.com/Translator](http://www.DeepL.com/Translator))