

GENERAL TERMS & CONDITIONS

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EuroNet Travel Ltd.
Sterneckstraße 19
5020 Salzburg, Austria

1. VALIDITY

This agreement shall be valid for an initial period of one year, after which it will be renewed automatically for successive terms of one year, if neither party terminates this agreement.

2. SERVICES

EuroNet Travel is a local DMC based in the city of Salzburg, Austria, and provides accommodations, transfers, attractions, landservices, all needed services for fully packages whether FIT or GROUPS:

FIT-Packages

Free-Sale

Silver/Gold/Platinum
Fixed Rates from 1 PAX
Guaranteed categories & programme
- Cities & Nature
- Austrian Capital & Lake Resort
- Golden Triangle
- THE Austrian Alps

GROUP-Packages

On-Request

Fixed Rates from 15 PAX
Guaranteed categories & programme
- Cities & Nature
- Austrian Capital & Lake Resort
- Golden Triangle
- THE Austrian Alps

Tailor-Made Packages

FIT/Groups

EuroNet Travel customizes every package to clients needs.

Hotel names, Close Out Dates and rates for extra beds mentioned in EuroNet Sales Manual.

3. BOOKING PROCEDURE

Please always send your requests to salzburg@euronet.at

Requests can only be processed with following information: Date of Arrival & Departure, number of adults, number and age of children, needed services.

FIT

Request/Offer/Quotation

Completed within 3 hours during EuroNet business hours.

GROUPS

Request/Offer/Quotation

Completed within one working day during EuroNet business hours.

4. EURONET BUSINESS HOURS

Mo.-Fr. 09:00-17:00 CET
except official Austrian holidays.
Emergency Hotline available.

5. VOUCHERS

Package bookings

EuroNet issues all needed vouchers and provide them at the customers first hotel when arriving.

Hotel only bookings

You can issue your own vouchers mentioning „Reservation & payment through EuroNet“.

6. RATES

FIT (Packages & Services)

- Net-Rates

Commission 2% if all payments are free of fees for EuroNet

GROUPS (Packages & Services)

- Net-Rates

Free Places (Groups)

1 PAX free of charge on half twin for every 20 full paying PAX.
(max. 4 PAX per group for free)

7. CANCELLATIONS

Must be sent by e-mail and must be confirmed by EuroNet - otherwise following cancellation fees apply:

FIT

City Hotels

Only free of charge, if EuroNet receives the cancellation more than 24 working hours prior arrival.

Resort Hotels & Packages

Only free of charge, if EuroNet receive the cancellation more than 7 working days prior arrival.

GROUPS

30-15 days prior arrival date
= 50 % of total charges
14-8 days prior arrival date
= 70 % of total charges
7 days or less prior arrival date
= 100 % of total charges

Minor changes are possible up to 3 days prior to arrival. CXL periods are valid unless further notice or mentioned seperately.

TICKETS

Ordered tickets (train, attractions...) are nonrefundable; a full cancellation fee apply.

NO SHOWS

Fees of up to 100%

8. REFUNDS – UNUSED SERVICES

There is no refund for unused services unless authorized previously by EuroNet during clients stay. Requests on refunds only possible on written way, at latest 1 week after clients departure. EuroNet Travel is not obliged to guarantee any promises (written or verbal) made by local hotel staff, guides, and other third parties.

9. COMPLAINTS

An case of any complaints: must be registered during clients stay.

10. MODE OF PAYMENT

Transfer **free of fees for beneficiary, all fees to remitter**. Payments from European-Account directly to EuroNet Account and not through any other corresponding bank - **in EUR currency**.

- Beneficiary: EuroNet Travel

- Bank: Raiffeisenverband Salzburg
- Beneficiary Bank BIC: **RVSAAT2S056**
- IBAN (Bank Account No):
AT893505600001028570

FIT-Payments

- 14 days after accounting
- Deposits for all bookings possible

Group-Payments

- 50 % deposit from total amount prior CXL period. Balance prior arrival.

Invoicing

Invoices will be emailed prior to clients arrival. No vouchers will be attached to the invoice.

Handling-Fee

For any services booked without a hotel reservation (transfers, tours, trains, etc.) a handling fee of € 40,- per booking will be charged.

11. PARTNER LOGIN

Please register directly on our website or contact us to sign you in for our password secured partner website incl full products, rates, services and conditions.

12. JURISDICTION

Salzburg, Austria