

WearActive Austria

managed by Craig und Xania Wear GesbR

BOOKING CONDITIONS

1. Contract

Your contract is with Craig und Xania Wear GesbR (Our Austrian Company that provides the holiday at MoaAlm Mountain Retreat). All bookings must be accompanied by a deposit of 30% of the booking value. If the booking is made within thirty days of departure it must be accompanied by the full holiday cost. No contract shall exist between Craig und Xania Wear GesbR and the customer until the deposit/full holiday cost has been received. The customer shall mean the person in whose name the booking is made and shall include all persons on whose behalf the booking is made.

2. Payment

The balance of monies due from the customer must be paid to Craig und Xania Wear GesbR 30 days before departure date or upon receiving the final invoice if within 30 days. If bank charges are incurred, e.g. for international transfers, these must be paid by the client. If Craig und Xania Wear GesbR does not receive the balance as indicated they reserve the right to cancel the booking without further reference to the customer and any deposit paid shall be forfeited.

3. Cancellation of Holiday by Client

The customer or any member or their party may cancel their holiday at any time providing that the cancellation is made in writing. As this incurs administration costs we will retain the deposit and in addition apply cancellation charges as shown below.

30 days or more until arrival date... Deposit Only

14 – 29 days until arrival date...50% of total

0 – 14 days until arrival date...100% of total

Note: If the reason for cancellation is covered under the terms of an insurance policy you may be able to reclaim these charges.

4. Cancellation of Holiday by Craig an Xania Wear GesbR

In circumstances where we are unable to provide you with the holiday booked and cancel your holiday we will return all monies paid.

5. Insurance

It is a condition of booking with us that all clients have personal travel insurance, as we do not provide any winter sports or other travel insurance to its Clients. It is your responsibility to ensure that you and your entire party have relevant and adequate insurance covering: accident, third party risks, mountain sports, illness or any other mishap during the entire period of your holiday, costs incurred from damage to property or adjacent properties during your stay caused by you or any member of your party, your employees or your visitors to the property. We also recommend that you take out adequate insurance to cover your personal possessions.

6. Food Allergies

We will exercise all reasonable care to avoid specified food and drink ingredients if any allergic reaction concerns or special diets are notified to us, agreed at the time of booking or confirmed in writing at least 14 days prior to the scheduled arrival date.

Extreme Food Allergies: if you suffer from a food allergy that is so severe that the slightest exposure to the substance in question could cause a life-threatening reaction (for example where a reaction may be triggered by proximity rather than by actually consuming the foodstuff) you must advise us in writing of the severe nature of the allergy at the time of booking so that we can discuss the risks with you and confirm whether you wish to proceed with your booking. If you fail to advise us of an extreme food allergy at the point of booking or if you proceed with your booking in circumstances where we have explained to you the risks that might be present, we reserve the right to cancel the booking of the individual concerned without compensation of any sort and not be in any way liable for any injury and/or damage incurred or contributed to as the consequence of that failure in the event of an incident.

7. Additional Services

While we make every effort to recommend only suppliers with a proven track record for service, we do not accept any responsibility for the services provided. You must satisfy yourself in advance as to the quality of the service and the provider's ability to execute the services, prior to purchasing.

Where we help to arrange a booking for you, for sports equipment, sports lessons, guiding or lift passes, taxis, transfers in vehicles not operated by us, etc. we do so as a complimentary service. We have no control over the provision of the goods and services provided and we cannot accept any liability for the goods and services provided or for the acts or omissions of the companies or any of their employees or other personnel.

Please do not hesitate to contact us for any further information.

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Company Tax Number: 82 123/7187