

Terms and conditions

Conditions of payment

Your reservation will be guaranteed as soon as the deposit of EUR 1.000,- arrived to our account within 7 days from the day of booking:

Recipient: Familienresort Reslwirt, Warter & Co KG
Bank: Raiffeisenkasse Flachau
IBAN: AT 27 3500 4000 0115 0226
SWIFT: RVSAAT2S004

- Please advise your **reservation number, name and travel dates** as **subject**.
- The rest bill is settled at the departure day, we accept cash, cash card, VISA and MASTERCARD.

Conditions of cancellation

According to § 5.5 of the Austrian AGBH the contract of accommodation can be cancelled up to 3 months prior the accorded arrival day without a cancellation fee. Beyond the period defined within § 5.5 a cancellation is only possible with the payment of following cancellation fees:

- 3 months to 1 month prior the arrival day: 40 % of the total arrangement price
- 1 month to 1 week prior the arrival day: 70 % of the total arrangement price
- in the last week prior the arrival day: 90 % of the total arrangement price
- earlier departure, late arrival or no-show: 100 % of the total arrangement price

Wellness & Spa appointments

We recommend fixing your massage and cosmetic appointments already prior arrival.
A cancellation of confirmed appointments is possible up to 24 hours in advance free of charge.

General information

- The chalet is at your disposal from 3.00 pm on your arrival day and till 10.00 am on the departure day.
- Please inform the reservation department if you possess a voucher and leave it at the front desk at your arrival directly.
- In the case of mistakes in the indication of prices we reserve the right to adapt the prices according the current price list.

