



# CHALET FALK

## BOOKING CONDITIONS

### General

**Children:** Due to the on-site conditions (e.g. pool, mountain stream, open fireplace) and the exclusive features of the chalet, it is not suitable for toddlers and babies. The minimum age for guests is 8 years. Any exceptions must be confirmed in writing in advance.

**Pets:** Pets are not permitted out of consideration for subsequent guests (allergies, etc.). No exceptions are possible.

**Parties:** Chalet Falk is intended and designed as a retreat in nature – a place for relaxation, peace and inspiration. It is not a party venue. “Party crews” (e.g. bachelor/stag parties or similar events) are not permitted. Private celebrations such as birthdays, Christmas or New Year’s Eve are welcome if held in a private and respectful manner.

### Payment, Security Deposit & Cancellation

**Payment Terms & Security Deposit:** Unless agreed otherwise, 50% of the rental price is due within 7 days of receipt of the booking confirmation, payable by bank transfer or PayPal. For PayPal payments with Buyer Protection, a 5% service fee applies.

The remaining 50% of the rental price and the refundable security deposit are due 14 days prior to arrival. A security deposit must be paid prior to arrival to cover potential damage or additional cleaning costs. The exact amount of the security deposit is agreed at the time of booking, depends on the length of stay and the number of guests, and ranges between EUR 3,000 and EUR 10,000. The stay is only permitted once the full rental price and the security deposit have been received. The security deposit will be refunded after departure and inspection of the chalet, provided no damage or extraordinary soiling is identified, generally within 2–5 business days.

**Check-in/Check-out:** Check-in is from 4:00 pm. Guests will be welcomed at the chalet and receive a brief introduction to the facilities (pool, sauna, etc.) as well as initial information for the stay. Regular check-out is by 9:00 am. A later departure (late check-out) is only possible by prior arrangement and cannot be guaranteed.

**Cancellations:** If a confirmed booking is cancelled (i.e. after the booking confirmation has been issued by email), the following cancellation fees apply unless otherwise agreed in writing: 25% up to 30 days prior to arrival, 50% from 29 to 7 days prior to arrival, and 90% thereafter. If the guest does not arrive on the agreed arrival date, the entitlement to the accommodation is forfeited. A later arrival is only possible in exceptional cases and by prior arrangement. We recommend taking out travel cancellation insurance.

### House-, Sauna-, and Pool Rules

Our aim is that all guests feel comfortable at Chalet Falk and can fully enjoy the chalet and its exclusive amenities. Therefore, the following rules apply:

**Smoking:** Smoking is prohibited throughout the chalet and in all outdoor areas (balcony, terrace, pool area, garden). An ashtray is provided outside by the front door. Introduction to House Technology: All guests receive a detailed introduction on-site, in particular regarding the pool, sauna, fireplace and fire pit. Use of these facilities prior to the introduction is prohibited. Claims for damages resulting from improper use remain reserved.

**Private Spa with Pool & Sauna:** The pool and sauna are not supervised and are used at the guests’ own risk. Guests are responsible in particular for supervising children, minors, non-swimmers and persons with limited abilities within their group. Jumping into the pool is strictly prohibited (risk of injury due to low water depth and built-in features). During storms, thunderstorms or heavy rain, use of the pool is not permitted and the cover must be closed immediately.

#### Access to the spa area (pool and sauna) is prohibited for persons

- whose health condition indicates they should not use it (in particular infectious diseases, skin diseases, open wounds or epilepsy),
- who are under the influence of alcohol or drugs,
- who are not registered guests of the chalet.

**Glass:** Glass, glass bottles and ceramic tableware are not permitted in or near the pool or inside the sauna cabin. Please use the unbreakable enamel cups provided. In the event of broken glass in/around the pool, the pool must be emptied, inspected, cleaned, refilled and reheated for safety reasons at the guests’ expense. In addition, separate pool and sauna rules are provided in the spa area and bedrooms. These must be followed to comply with applicable safety and hygiene requirements and to ensure guest wellbeing at all times.

The use of the pool during winter months cannot be guaranteed (in particular during extreme cold, heavy snowfall and/or thaw). If the pool is temporarily unavailable, a partial refund of 200 EUR for the days concerned will be granted. Further claims (e.g. price reductions) are excluded. This also does not apply in cases caused by the guest.

**Fireplace & Fire Pit:** Please use only the provided dry wood and fire starters. Do not stack more than 3–4 rows of logs in the indoor fireplace. In case of smoke, activate the smoke extractor immediately using the button. Ash may only be removed and disposed of in the residual waste bin using the provided tools at least 24 hours after the fire/embers have gone out. The smoke and air supply flaps must remain open. The fireplace is for atmosphere only and not intended to heat the house. If guests feel cold, the underfloor heating can be adjusted.

**Sports Equipment / Shoes:** Bicycles, skis and other sports equipment may be stored in the heated storage room behind the carport. Racks and a large dryer are available. Sports equipment and sports shoes must not be taken into the chalet.

**Carport / Outdoor Parking:** The carport provides two covered spaces. Before entering, guests must check whether access and parking are possible. Caution: pay attention to clearance height (e.g. roof boxes, ski racks), vehicle ground clearance and icy conditions. Two additional private parking spaces are located at the lower end of the property without height restrictions. Parking on the road (paved area) is not permitted. In winter, stopping/parking on the sloped driveway is strictly prohibited due to snow and ice risk.

**Charging Electric Cars & E-Bikes:** A charging station with two Type 2 sockets is available in the carport for charging up to two electric cars simultaneously, currently at EUR 0.60/kWh. Billing is based on actual consumption (difference on the electricity meter at arrival/departure). E-bikes can be charged free of charge in the ski/bike room.

**Waste Separation:** Waste must be separated into paper (red bin), plastic/metal packaging (yellow bag), residual waste (black bin) and glass. The bins are located at the carport. Sealed yellow bags must be placed in the yellow bin. Glass can be disposed of in the public glass container approx. 100 m below the house.

**BBQ / Grilling:** Grilling is strictly prohibited, including the use of any self-brought electric, gas or charcoal grills as well as use of the fire bowl in the garden.

**Unregistered Guests:** Use of the property by unregistered guests is prohibited and only permitted with prior written approval.

Breaches of the house rules, the maximum occupancy, the access to or presence of unregistered/unauthorised persons, or other agreed rules of use may result in claims for damages and the partial or full retention of the security deposit. Further claims by the host remain unaffected.



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## Liability for Damages

The guest is liable for all damage caused during the stay, regardless of whether it is caused by the guest or by persons who are on the property at the guest's request. This includes in particular damage to the chalet itself (including pool, fireplace and sauna), the entire inventory and furniture, as well as lost keys or RFID charging cards, including replacement and programming. Liability also extends to extraordinary soiling that exceeds normal use and results in increased cleaning, repair or restoration costs. Disruptions and damage must be reported to the host immediately. The costs of repairs or special cleaning will be invoiced to the guest or offset against the security deposit. Delayed or omitted damage reports that lead to restricted use and/or compensation claims by subsequent guests may be charged to the responsible guest.

If a guest does not have private liability insurance, this must be disclosed to the host no later than after the booking has been concluded.

## Host's Right of Withdrawal and Access

The host reserves the right to terminate the contract with immediate effect or to withdraw prior to the guest taking possession of the chalet for the following reasons:

- if the guest fails to make a due payment or fails to make it on time,
- if performance of the contract becomes impossible due to force majeure or other reasons beyond the host's control (e.g. official prohibition),
- if the guest provides misleading or false information regarding material details (e.g. the identity of the guest or the purpose of the booking),
- if there is reasonable cause to believe the chalet, its furnishings or the safety of guests or others is endangered,
- if the guest transfers the chalet to third parties without the host's consent.

The host will inform the guest immediately upon becoming aware of a reason for withdrawal or termination. A justified withdrawal or termination does not give rise to any claim for damages against Chalet Falk. In the event of justified withdrawal or termination, any further claims for damages by Chalet Falk remain unaffected; statutory provisions on damages apply.

For manual pool water measurements, garden maintenance, technical servicing and repairs, or in case of imminent danger, the host has a right of access to the house and garden at any time.

## Host's Disclaimer of Liability

Use of the entire property is at the guest's own responsibility and risk. This applies in particular to the supervision of minors.

Liability for slight negligence is excluded, except in cases of personal injury. In particular, the host is not liable for injuries and damage resulting from improper use of the chalet and its inventory and furnishings. General and specific on-site risks are also highlighted during check-in.

Attention: The mountain stream at the lower property boundary can rise sharply within seconds during heavy rain or thunderstorms. In such extreme weather situations, entering the lower area (clearly marked with yellow warning signs) is strictly prohibited. In and after extreme weather conditions there may be a risk to life, e.g. due to sudden release of blockages further upstream.

If the guest uses one of the available parking spaces, this does not constitute a contract of custody. By using the parking spaces, the guest accepts the conditions set out in the house rules and expressly acknowledges the warning regarding snow and ice.

Any claims for liability for items brought in lapse if the guest does not notify the host immediately after becoming aware of loss, destruction or damage.

## Data Protection

Personal data is processed solely in accordance with applicable data protection regulations (GDPR) insofar as this is necessary for handling enquiries, processing bookings, contractual and payment-related administration, and guest communication. Further information on data processing can be found at <https://www.chaletfalk.at/privacy-policy>

During guests' stays, the interior of the chalet and the pool area are not monitored by video for reasons of privacy and discretion. By entering the property, guests agree to video recording in the outdoor driveway/entrance area, where one camera is installed.

## Jurisdiction

Austrian law applies. The place of jurisdiction is Spittal an der Drau, Carinthia. In the event of any discrepancies between platform listings and these booking conditions, the present booking conditions shall prevail.

As of St. Oswald, December 15, 2025