

Terms and conditions for travel agencies

Provided that there is no deviation, unless a written agreement is made, then the following conditions written out below are valid.

1). Booking & Confirmation.

When making a reservation you are offering Avisita a travel contract. The initial reservation can either be a written or a verbal agreement. The contract will then be returned to you with a written confirmation of your booking with Avisita.

2). Payment.

The payment should be made by bank transfer, (commission free to the receiver,) to the Raiffeisen Landesbank; LINZ; BLZ 34000; Account number – 2646677 – IBAN AT 673400000002646677 BIC: RZOOAT2L

Or by creditcard on the booking form.

If payment is to be made in cash at your destination (due to a short-term booking), then the transaction must only be made directly with an employee of Avisita

If for any reason your payment is NOT received before the arrival of your clients then Avisita reserves the right to cancel your booking and no hotel check-in for your clients will be permitted. A cancellation charge may be made to you. (See no. 3)

The usual bank interest rates will be charged on any delayed payment. You will be also obliged to pay all costs incurred for any reminder and for any further costs due to this delay.

Special event tickets have to be paid with the reservation.

3). Cancellation of the booking.

a). High Season: July, August & 20.12 – 02.01:
without costs up to 30 days before arrival.

b). Low Season: Rest of the year
without costs up to 14 days before arrival

3a). Cancellation Charges.

a). High Season: July, August & 20.12 – 02.01:
30 to 14 days before arrival – 30% of the total price.
13 to 6 days before arrival – 60% of the total price.
5 to 0 days before arrival – 80% of the total price.

b). Low Season: rest of the year

14 to 7 days before arrival – 30% of the total price
6 to 4 days before arrival – 60% of the total price
5 to 0 days before arrival – 80% of the total price

3b). Reduction in the number of guests.

No charge when the number of booked passengers is reduced by less than 10% & up to 6 days before arrival.

3a). High Season: July, August & 20.12 – 02.01:

if the number of the booked guests is reduced by more than 10% :-

- up to 14 days before arrival – 10% of the total price.
- up to 6 days before arrival – 30% of the total price.
- up to 0 days before arrival – 50 % of the total price.

b). Low Season: Rest of the year:

if the number of the booked guests is reduced by more than 10% :-

- up to 7 days before arrival – 30% of the total price.
- up to 0 days before arrival – 50% of the total price.

3c). For short-term bookings.

For those reservations made less than 30 days prior to arrival please note the following conditions: -

- Bookings made between 13 & 0 days before arrival – 50% of the total price.
- Bookings made up to 14 days before arrival – 20% of the total price.

4). Liability.

Avisita cannot accept any responsibility for any possible disruptions that may occur such as natural disasters, industrial disputes, in the case of war, and any such similar events beyond our control.

4a). Complaints.

Any complaints can only be considered when made at your destination.

5). Prices.

All prices are given in Euro and are payable, (without any deductions) to Avisita.

For groups every 21st person is free, (in a double room). Except for special event tickets & ski passes. Group rates are possible for minimum 20 persons.

Guided tours are generally made with your own car or bus.

Child reduction: (sharing a room with their parents.)

0 – 5 years – 100%

6 – 11 years – 50%

12 – 15 years – 30%

6). Direct Contracts.

All negotiations of the business transactions with tourism products made with Avisita, take place under the condition that during the following 24 months after the last business transaction with Avisita, no direct contracts or negotiations are to be made with any of these suppliers. By breach of this Agreement, Avisista entitled to claim damages of 10% of the total booking volume arranged for your company over the past 3 years.

8). Jurisdiction.

Place of jurisdiction is Bad Ischl. Any claim under this Agreement shall be subject to Austrian law and all proceedings shall be within the exclusive jurisdiction of the Austrian Courts. The Austrian Travel Agency's conditions & stipulations are also valid in their latest form.

UID Nr. ATU 63387702

Please note that printing errors may occur.