

TRAVEL CONDITIONS, HOTELS (INDIVIDUAL RESERVATIONS)

1. Payment:

You will receive two payment forms upon reservation. The deposit amounting to 20 % (approx) must be paid after receiving confirmation of your reservation. The remaining amount must be paid at the latest four weeks before starting the trip.

2. Reservation Fee:

For each change of reservation: Euro 13,00

3. Cancellation:

When canceling the reservation the following cancellation fees will be charged:

Cancellation	30 to	15 days before the date of departure	30%
Cancellation	14 to	8 days before the date of departure	60%
Cancellation		7 days or less before the date of departure	80%
No show			100% of total price

Cancellation must be submitted in writing immediately after occurrence of cause of cancellation.

4. Travel Insurance:

At times unexpected events occur: you cannot leave on vacation due to an unexpected event, your vacation spot cannot be reached because of a natural disaster or a helicopter is required for a rescue operation. In addition to the disappointment of a spoilt vacation you are faced with extra costs for cancellation fees, additional overnight stays, a helicopter rescue operation etc. We would like to spare you these financial disadvantages plus all the trouble that comes with them by providing you with a special insurance offer that covers you completely for any of these incidents.

Insurance premiums and insurance sums depend on the price of the individual reservation - independent of the number of persons traveling. You will receive detailed information with your reservation confirmation.

5. No show:

It is considered a "no show" if you do not start your journey at the agreed time, the reservation was not cancelled, or you did not inform us about your belated arrival. In this case, Sotour Austria will claim the full price of your trip.

6. Customers' Special Request:

We are happy to pass your special requests on but we also kindly ask for your understanding that we can neither confirm them nor can we guarantee that they will be fulfilled as requested. Customers' special requests are not covered by the contract.

7. Children reductions

To claim reduction for your accompanying children we kindly ask for identification of your children's age on check in (passport, identify card - in any case with photo and date of birth). Please watch out actual children reduction on valid rate sheets.

Court of jurisdiction is Vienna.