

## BOOKING CONDITIONS GRAZ TOURISMUS

### Cancellation terms:

Free of charge until 6 weeks prior to arrival date

|   |                           |
|---|---------------------------|
| 30 days prior to arrival date:          | 10 % of the total amount  |
| 29 – 21 days prior to arrival date:     | 30 % of the total amount  |
| 20 – 15 days prior to arrival date:     | 50 % of the total amount  |
| 14 - 7 days prior to arrival date:      | 75 % of the total amount  |
| less than 6 days prior to arrival date: | 100 % of the total amount |

### Reduction of rooms:

|   |   |
|---|---|
| Reduction until 3 weeks before arrival  | 20% of at this time booked amount is free of charge |
| Reduction between 3 to 2 weeks before arrival   | 10% of at this time booked amount is free of charge |
| Reduction 2 weeks before 1 week of arrival - 5% of at this time booked amount is free of charge |   |

Later no more changes free of charge possible!

### Payment terms:

50 % in EURO (€) of total amount immediately after the booking **free of costs** to the following account:

bank: UniCredit Bank Austria AG

bank code: 12000

IBAN AT621200051430000166

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For bank transfers from non-EU countries € 14,50 will be charged to cover bank fees!

The rest of the amount and additional services have to be paid at the latest 14 days after receipt of the final invoice (3 weeks prior to the arrival of the group)!

### Handling fees:

Please note that in the case of variations to a booked programme or booking of partial services from a programme, an administrative fee of € 3,00 per person with a minimum charge of € 150,00 will be charged!

### Commissions:

◇ hotel prices: are net including all taxes

◇ guided city tours without any additional services: are net including all taxes

◇ programmes: including 5 % commission for tour operators and/or travel agents!

### General booking conditions:

- ◇ A group is defined as a group of guests travelling together and arriving/departing on the same day. Group tariffs apply for groups of 15 persons or more in double rooms. For groups of less than 15 persons, individual rates will be charged. There is 1 invoice for the whole group!
- ◇ Indicated option dates will be cancelled automatically unless we receive a confirmation of the booking from you.
- ◇ All programmes are calculated for a quoted minimum number of participants. If there are less participants than quoted, prices can be advanced marginally.
- ◇ We invoice the number of participants which was reported to us three days before the beginning of the event.
- ◇ All additional expenses must be paid directly to the contractor by the client.
- ◇ If not otherwise quoted, rates are net rates that do not include any commission for operators and/or travel agents!
- ◇ Graz Tourism reserves the right to change rates if required due to price fluctuations, vat changes or currency changes influencing the EURO as of 1 January, 2015!