

1. General

Conditions (AGB)

1. Validity:

These general terms and conditions apply to reservation enquiries, and also to confirmed bookings of hotels or special offers, as booked through the Pension Elisabeth reservation system (PERS).

Reservation Requests and Confirmations: the Pension Elisabeth will forward your obligation free request, or your confirmed booking to the respective hotel or supplier by email. Upon receipt of your request, the hotel or supplier will forward you their detailed offer. Once your reservation has been confirmed with PERS, it will be contractually binding. Your mouse click confirms that you agree to an Accommodation or Travel Service Contract. Therefore please take special note of the advised cancellation terms and conditions. The supplier reserves the right to refuse the reservation within 24 hours of despatch. The Pension Elisabeth has the possibility to refuse your booking within 24 hours.

Accommodation or Travel Service Contract and Payment: A confirmed booking between you and the chosen hotel or supplier will result in an Accommodation or Travel Service Contract. The total amount of your booking will be charged right at the hotel (Online booking). The confirmed price is to be paid directly, either locally or by money transfer, to the hotelier or supplier. Any claims arising from this Accommodation or Travel Service Contract are to be made directly with the Pension Elisabeth or the supplier.

Changes to your booking and cancellation: Cancellations are to be advised directly to the hotel. Reservations have to be held later than until 06.00 pm, that means your booking is valid the whole night. Otherwise this cancellation terms are valid: Until 30 days before arrival a cancellation is free, between 29 and 14 days before arrival we charge 50% of the total amount as cancellation fee, from 13 days before arrival, we charge 80% - No Show 100%.

Hotel Categories, Hotel and Travel Information: The internationally recognised hotel classification (1-5 stars) provides an indication of the standard of the hotel. All additional hotel, travel information and descriptions are based on information received from the hotel.

Room Rates: All rates provided by the Pension Elisabeth are up-to-date and are as advised by the respective hotel or supplier. These rates apply to all reservations booked through the PERS. Bookings will be made using the latest and best possible Pension Elisabeth daily rate, as advised by the hotel or supplier for the chosen date of travel. Last Minute, low season, weekend or special offers appearing on the PERS will automatically be taken in to account.

Miscellaneous: Although utmost care is taken to ensure that all information supplied is accurate, the Pension Elisabeth assumes no liability for possible errors arising during the collection of and passing on of information.

The transfer of any information as supplied by Pension Elisabeth (either fully or an extract), or the use of any information for purposes other than those for which it is intended, is only permitted with the explicit authorisation of the Pension Elisabeth.

These terms and conditions are governed by Austrian law. The place of jurisdiction is Kitzbühel, Austria.

2. Elaboration of data protection

The Pension Elisabeth would like to sustain your trust in online reservations of single services and special offers. Thus, we would like to inform you about

- which personal information we store and
- How we process this information.

Anonymous use of our reservation system: Usually you can access our reservation service which having to state any personal information, which means anonymous use is possible. You can, for example, access information on our special packages without having to register on our website.

Registration: If you wish access our Pension Elisabeth website as a reservation customer or as a hotel / travel agency, we require personal data such as your name and address in order to process a transaction. This specific data collection is clearly marked in the course of your registration. This data is required in order to process your reservation.

Right of access to personal data: As a registered user you have the right to receive information on what kind of data we collect from your person. Please contact info@cafe-elisabeth.at for further information.

Deletion: Upon request we will fully and immediately delete your personal data. Please contact info@cafe-elisabeth.at for further information. Please note that we can process this deletion only after all other data transaction have been completed. Upon request we will then inform you about your processed data deletion.