

1. Services Offered

The offers on our website do not constitute a binding offer or order, but merely an invitation to submit an offer. All our offers, in particular those made by email or post, are non-binding and subject to change.

2. Booking

Binding reservations can generally only be made online via our website and are subject to acceptance of our General Terms and Conditions and payment of a deposit. Our online booking system allows bookings by category.

3. General Booking Rules

3.1 Minimum Stay and Arrival/Departure Days

Information regarding minimum length of stay as well as possible arrival and departure days can be found in the detailed information for the respective pitches or rental accommodations on our website.

3.2 Deposits

Making a binding online booking requires entering your personal details, accepting our General Terms and Conditions, and paying a deposit. You can pay the deposit directly using various payment methods via our payment partner BEXpayments. After payment, you will receive a confirmation of the deposit. The amount of the deposit depends on the time of booking. Any additional services booked during the stay must be paid for upon departure.

3.3 Pitch Requests

Our online booking system allows you to reserve the number of a preferred pitch or the location of a specific accommodation. You may enter your requests (e.g. adjacent pitches) in the "Comments" field. We will do our best to accommodate these requests. Successful pitch requests will be charged a service fee of €15.00 per pitch/accommodation.

4. Arrival & Departure

4.1 Pitches

Reserved pitches are available from 3:00 p.m. on the day of arrival, with the option of early check-in, and must be vacated by 11:00 a.m. on the day of departure.

4.2 Rental Accommodations

Reserved rental accommodations are available from 3:00 p.m. on the day of arrival and must be vacated by 11:00 a.m. on the day of departure.

4.3 Delayed Arrival

If your arrival is significantly delayed, please inform us. If no notification is given, your pitch or accommodation will only be held until 10:00 p.m. and will then be reassigned without compensation. Access to the park is not possible between 10:00 p.m. and 7:00 a.m. due to nighttime quiet hours.

5. Cancellation

In the event of cancellation, the following cancellation fees apply:

- Up to 31 days before arrival: no charge
- Up to 7 days before arrival: 50% of the total cost
- From 7 days before arrival: 90% of the total cost
- On the day of arrival: 100% of the total cost

Any deposits paid will be refunded in accordance with these conditions. Please provide your bank details for this purpose.

5.1 Booking Options

At the time of booking, you may choose between a “Rebooking Guarantee” and a “Cancellation Fund”.

6. Cancellation Fund

The cancellation fund reimburses cancellation costs up to the amount of the rent paid if you are unexpectedly unable to take your vacation or have to end your stay early for a reason stated in the conditions. Insurance coverage begins once the fund is added to your booking. Please read the cancellation fund conditions carefully.

7. Rebooking Guarantee

With the rebooking guarantee, you may rebook your reservation free of charge to an arrival date within 12 months, subject to availability.

7.1 Promotional Conditions

- Validity: Rebooking only to a new arrival date within 12 months
- Free rebooking: Possible once, up to 14 days before arrival, via the reception
- Additional payment or voucher: Price difference applies when rebooking to a more expensive or cheaper period
- Arrival/departure date and accommodation type: Only these details can be changed
- Booking channels: Only valid for bookings via our own website or reception
- One-time rebooking: Maximum of one rebooking
- Length of stay: Within 12 months
- Outstanding payments: Must be settled to activate the rebooking guarantee

7.2 Cancellation After Rebooking

In the event of cancellation after the one-time rebooking, amounts already paid will not be refunded unless travel cancellation insurance has been taken out.

7.3 Notes

Use the rebooking guarantee for flexible vacation planning. Delayed arrival, non-arrival, or early departure cannot be attributed to the provider; 100% of the accommodation costs will be charged. Remote bookings via third parties (e.g. tour operators) may be subject to different cancellation conditions. Our cancellation conditions replace the right of withdrawal under the EU Consumer Rights Directive.

8. Applicable Law & Jurisdiction

For matters not expressly regulated in these Terms and Conditions, the General Terms and Conditions for the Hotel Industry (AGBH) in their current version shall apply. Place of jurisdiction: Innsbruck. Austrian law applies.

9. Prices

All prices shown in the online booking system include VAT and, where applicable, additional costs such as final cleaning and environmental contributions. In addition, a tourist tax is charged: €3.50 (or €5.00 from 01.05.2025) per person per night (from 15 years of age). In the event of pricing system errors, we reserve the right to make adjustments.

Price changes, printing errors, system errors, and changes to the offer are reserved.