

Booking Conditions



young austria[®]
Österreichs Erlebnishäuser

YOUNG AUSTRIA Ferienhof is a registered trade mark and signifies the affiliation of commercially and legally independent holiday centres to the marketing group YOUNG AUSTRIA (Young Austria - Österreichs Erlebnishäuser GmbH, Österr. Ferienwerk - Ferienhöfe GmbH, Austria Jugendhotels GmbH).

1. YA! youth holiday centres are designed for school or youth groups up to the age of 18 years, family and adult groups and groups of all ages with special needs. All groups must be accompanied by qualified group leaders or teachers who are responsible for the participants. Minimum number of participants: 10 people.

2. Reservations:

All reservations should be made using two forms – the “application form” and the “final application form (AVISO)”. The application form is a firm reservation with regard to the youth hotel, holiday dates and group size. The final application form provides the exact group information: the number of participants and group composition, the services required and any special requests. The final application form will be forwarded automatically to the group leader about 1 month prior to arrival and has to be completed and returned to YOUNG AUSTRIA at least 14 days prior to arrival.

3. Prices:

Unless stated otherwise all prices quoted are for full board and include accommodation, bed linen, a large breakfast, lunch and dinner as well as V.A.T. and other fees. During the summer season (May – October), tea or watered fruit juice is served with lunch and dinner. In winter (December – April) hot tea is served either in the afternoon or with dinner – to be arranged with the youth hotel management. Groups on full day excursions receive a lunch-packet equal in value to the evening meal and get the warm main meal in the evening.

Half board is available on request (price reduction of € 3,00 per day). Please note that in the event of a cancellation (e.g. in the case of hospitalisation of a participant) the full charge of accommodation (70 % of the full- or half-board price) will be made and only the non-consumed meals will be reimbursed. If a participant is sent home for disciplinary reasons no reimbursement of any kind will be made.

Our prices are valid only for **children and youth groups** (up to the age of 18 years - which means the 19th birthday). For every 8 to 10 children/youth participants one adult monitor will be granted the full-board youth rate. All additional adults will pay the price for adults (plus handling fee). Exceptions have to be negotiated with YOUNG AUSTRIA.

Conditions for family holidays: Basic daily rate (youth-rate) is valid for participants aged 6 – 18 years: adults pay the price for adults; children under 6 years receive 30 % reduction. There is no charge for infants provided that they do not occupy a youth hotel bed; infant care charges incurred are to be paid directly to the youth hotel management.

For every 20 paying participants, one additional participant will receive free board, provided that the minimum reservation requirement (as stated in point 5) is fulfilled.

Towels as well as slippers must be brought by the participant. Towel service is offered in the rooms for monitors and teachers.

The Austrian mandatory V.A.T. rates are included in the quoted prices and will be indicated separately for companies that are entitled to deduct the V.A.T.

Price alterations: We reserve the right to alter published prices in respect to substantial increases in fuel costs and in the V.A.T. rates.

4. Payment:

a) A price-estimate with the total amount due and the payment schedule will be issued in receipt of the completed booking form. A prepayment (1/3 of the total amount) has to be credited to our account 3 months prior to the groups arrival at the latest and the remaining balance at least 14 days prior to arrival. All transfer fees must be met by the client.

b) The final invoice is based on the itemized account of services (“Aufenthalts- und Leistungsbestätigung”) kept by the management of the youth hotel and co-signed by the group leader. It represents the actual services rendered at the centre according to the number of participants. Any changes to the final invoice will be settled afterwards. Unconsumed meals can be reimbursed for groups, but not for single participants.

5. Cancellations:

a) For financial reasons the YOUNG AUSTRIA contracts with the hotels guarantee an annual minimum number of boarders. If the minimum numbers are not achieved or if the “special agreement for cancellation” is not honoured, then the holiday centre will be duly credited. Normally each group must guarantee 90 % of the original number of participants declared on the booking form (or that 90 % of the total bed capacity is occupied in the case of sole occupancy of a holiday centre).

A **cancellation fee of 30 %** of the corresponding full board rate (for each night and bed left vacant) will be charged for cancellations or any further decrease in participants (more than the tolerated 10 %) not declared at least 3 months prior to arrival. Between 3 weeks and the day of arrival this cancellation fee is **60 %!** Variational agreements not mentioned above are possible.

Sole occupancy of a holiday centre: If a client wishes to have one hotel completely at their own disposal, 90 % of the centre’s capacity must be guaranteed. Special arrangements can only be made by contacting YOUNG AUSTRIA.

b) Summer: To show consideration to our sportpartners the final numbers of participants have to be specified 14 days before arrival. In case of changes we have to charge cancellation fees (except cases of illness).

6. Insurance and liabilities:

YOUNG AUSTRIA serves, if not stated otherwise, as an agent in the procurement of services and therefore accepts responsibility for the provision and reservation of the agreed services as well as the careful selection of the contracted establishments (youth hotels, travel companies etc.) which are accordingly insured. YOUNG AUSTRIA does not accept responsibility for deficiencies in services that are not wholly under their control or for deficiencies in connection with transport or climatic influences. Each group must have separate accident and third party insurance. Participants must settle any damage costs incurred at the youth hotel before departure.

Organiser of all program-modules in each all-inclusive-week is the “Österreichische Ferienwerk-Ferienhöfe GmbH”.

7. Duration of stays:

Stays at our youth hotels usually begin on a Saturday and end on a Saturday. The minimum stay is four nights. Exceptions will be considered by arrangement with YOUNG AUSTRIA.

Arrival and departure: The rooms are available at 4 pm. At the day of departure you have to leave the rooms by 9 am. Special provision must be verified with the YA! office in Salzburg.

8. Accommodations:

Guests are accommodated in multi-bedded rooms (bunkbeds) mostly with hot and cold running water or private shower/WC; leaders and monitors are offered – if available – 2-bedded rooms, mostly with shower/WC.

All YA! youth hotels serve traditional wholesome Austrian food. Special requests such as vegetarian food, special dietary requirements etc., may be offered by special arrangement with the youth hotel management prior to arrival.

9. House rules:

A great deal of importance is placed on the strict adherence of the posted house rules (e.g. rules regarding night-time silence, mealtimes, room tidiness etc.) as is in other hotels for youth groups. These rules make living together easier and more pleasant for all our guests. The house rules are sent with the prepayment to all group leaders.

10. Announcement of complaints:

Complaints have to be announced immediately to the YA! youth hotel management. In case there is no such announcement, claims for reimbursement of damages may be diminished, but it does not release our acceptance of responsibility.

11. Estimated costs and invoices:

YOUNG AUSTRIA reserves the right to amend errors in estimated costs and invoices.

12. Court of law: Salzburg

13. In all instances the travel regulations as mandated by the Association of Austrian Travel Agencies will apply.

All enquiries should be addressed to our head office only:

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