

## Good to know

This is how your booking with young austria works:

### 1. Group Registration and Bookings

This form is considered a fixed booking and has already been received signed by you.

### 2. Booking Confirmation / Pro Forma Invoice

You hereby receive a detailed pro forma invoice of your accommodation costs (issued on the basis of the details provided in the registration) with a payment slip for the deposit (1/3 of the total cost payable 3 months before the commencement of the journey).

Furthermore, you will find detailed information in this folder so your stay is guaranteed to be an unforgettable experience. The following Info Guide, for you as the Group Leader, will assist you and give you useful tips.

Winter: you will find our supplement “**One-Stop Shop**” attached. With this information sheet we provide you with all the services available that are needed for a successful winter sport week. On this sheet you will find prices for the convenient arrival and departure options with a modern bus from one of our partners. Additionally, ski lift prices for your area are also listed. In terms of rental equipment we can offer you equipment at the best prices through our professional co-operation partners. We would be more than happy to reserve equipment for you in advance. You can download the document at [www.youngaustria.com](http://www.youngaustria.com) – please fill this out and send it back to young austria. Should you require skiing or snowboard instructors for your group, we can also organize this for you!

Summer: You can easily book our adventure programs for your stay with the sheet „**ya! Service Program Organisation**”. You can find ideas and recommendations for summer experiences in the enclosed Info Guide. We look after the entire planning, organization and execution. Please send us the completed Program Organisation Form for you desired program on time. Should you need more information about certain sporting activities or trips, just give us a call. We are happy to help.

### 3. Notice – Arrival Information

This form is crucial for a well-prepared and smooth stay. We will send you the Notice Form ca. 1 month before your arrival together with a payment slip for the final payment. All important information for the Guest House is required 14 days before arrival at the latest. Please fill out the Notice including all information and please pay careful attention to the details you provide regarding arrival time, bus transfers and other requests. In all Guest Houses Austrian cuisine will be served. Special requests such as vegetarian meals etc. are gladly accepted – please note these requests in the form (under Special Requests). Please be aware that the kitchen at the Guest House cannot be liable for any allergic reactions.

A list of participants (name, date of birth – with official stamp and signature) must be brought directly to the Guest House (Registration Requirements!)

### 4. Final Payment

Please be aware that the final payment must be transferred to our bank account 14 days before your arrival.

#### Calculation of Final Payment:

It is likely that the number of participants has changed when compared to the first registration and our pro forma invoice. When adjusting the final payment, please stick to the new number of participants minus the remaining spots (see below) and consider the deposits which have already been paid. The resulting amount can be rounded up, especially if the participation of one or more students is uncertain. Differential amounts will be offset at the end of the stay. We are happy to create a new pro forma invoice for you – just give us a call.

#### Remaining Spots:

Generally, every 21<sup>st</sup> participant is free provided the booked quota has been filled to a minimum of 90% - please refer to Paragraph 5 of our business conditions.

### 5. Pricing

Our prices are valid for groups of children and youths up to and including the age of 17; from the 18th birthday the adult price applies. Per 8 children/youths/students, one adult counsellor/teacher shall pay the youth price; all additional adults must pay the adult price (see price list).

#### Special Conditions „Family holidays“:

Children/youths from ages 6 to 17 pay the base daily rate; children up to 6 receive a 30% discount off the base daily rate; adults from the age of 18 pay the adult price.

In any case, small children who do not require a bed at the guest house are free (please settle possible catering costs on-site).

## 6. Confirmation of Services

This form is available at the guest house. The responsible group leader is asked to note down the level of participation and the services which were used (including any special services) together with the partner guest house/person in charge. With his signature on the confirmation of residence and services, the group leader acknowledges the final amount stated on the form. In the case of a full withdrawal of full-board of a participant during the stay, the accommodation fee (=70% of the applicable daily rate) will be charged, unless 100% Protection Insurance\* was issued.

\*100% protection (issued in advanced): with one single premium payment of €2,50 per student, the unused accommodation and catering costs will be completely refunded. Additionally, the 100% Protection includes cancellations before the stay due to illness (for school groups). Meals of individual participants which are not consumed cannot be refunded, only meals for the whole group. Should you wish to cancel a meal for the whole group, please inform the partner guest house/person in charge in advance. In this case, the half-board discount will be refunded (€3,-).

## 7. Emailing or faxing Guest Questionnaires

You will receive these together with our final invoice. Please send the completed questionnaire to us. We always welcome requests, concerns, and suggestions and look forward your constructive criticism.

## 8. Damage Claims

Damages to the facilities in the guest houses must generally be handled directly with our partner houses. Should the payment for damages not be possible on-site, please fill out the "Damage Report" which can be found at the guest house (please disclose the name and address of the responsible party and the insured person!) You will then receive – independent of the accommodation costs – a damage invoice which should be submitted immediately to the insurance company.

## 9. General Information

- On the day of arrival and departure, the guest house must be cleaned thoroughly. Therefore, the incoming group can only enter the rooms from 4pm; luggage can – upon request – be stored in the guest house. On the day of departure the rooms should be cleared out after breakfast, by 9am the latest; luggage can also be stored.
- The admission of pets at the ya! Guest Houses is not possible for hygiene reasons; possible exceptions should be agreed upon in advance with the person in charge of the guest house! Cleaning fee per day/animal: €5,-.
- Bringing food and drink purchased outside of the house is prohibited. Please bear this in mind. Thank you.
- Please be aware of the applicable rules regarding meal times, lockout times, emergency numbers during the night as well as our Info Sheet "Welcome" (House Rules).

We would like to thank you for your cooperation and your work. If you have any further questions, please do not hesitate to contact us! We wish you and your group an exciting stay in Austria's Guest Houses!