

"young austria – Österreichs Erlebnisgästehäuser" is a protected name and means that financially and legally independent companies belong to the umbrella brand young austria.

The business group ya! includes: young austria – Österreichs Erlebnisgästehäuser GmbH, young austria Service GmbH, Jugendalpincenter GmbH, Austria Jugendhotels GmbH, Schaidberggut GmbH and Schneehaus GmbH.

**1. Austrian adventure guesthouses** are facilities for groups of children and young people under the age of 18, families and adult groups, as well as groups of people of all ages with disabilities. All groups must be led by a responsible and trained group leader or teacher. Minimum number of participants per group: 10

**2. Registration:** Register by completing the form 'Group registration- reservation'. By completing the group registration you definitively reserve the house, dates and group size.

In the 'pre-arrival information form' the group leader states the precise number and distribution of participants, the services desired and special wishes. The form is sent to the group leader or person who registered about a month before arrival and must be returned to ya! no later than 14 days before arrival.

**3. Prices** Unless otherwise stated, our prices are for full board and include: overnight stay, bedding, a generous breakfast, lunch and dinner, as well as statutory VAT and other duties. During the summer season (May to October) there is tea or diluted fruit juice at lunch and dinner. In winter (December to April), hot tea is provided in the afternoon or at dinner, as agreed with the house management. Groups that are out during the day are given a packed lunch equivalent to a two course meal and then a hot three course meal for dinner.

**Leisure for children and young people** Participants aged 17 and under pay the children/young person price. From their 18th birthday, they pay the adult price. For each group of 8 children/young people/pupils, one adult carer/teacher pays the children/ young person price. Each additional adult must pay the adult price as per the price list. Special agreements can only be made if discussed in good time with ya!

**Leisure for families:** Participants aged 6 to 17 and under pay the children/young person price. From their 18th birthday, the adult price applies. Children under 6 get a 30% discount on the children/youth daily rate. (The above mentioned rule for groups of 8 children/youth doesn't apply here). If small children do not require a bed, you will only have to settle catering costs at the house.

School groups are charged the current school flat rate prices (including insurance protection 'participation guarantee in the case of job loss').

**Half board upon enquiry.** The price reduction is 3 Euros off the stated full board price.

**Refund:** Please note that in the case of non-use of complete full-board (eg. due to a participant being taken to hospital due to injury or early departure due to illness), the overnight stay fee (=70% of the stated price) is retained and only the costs of catering not consumed are refunded.

Only when 100% protection insurance has been obtained (comes into force for all groups in the case of early departure due to illness or accident and also for schools in the case of non-arrival; tick on the group registration of pre-arrival information form; 2.50 Euro per paying participant) can 100% of the cost of unused accommodation or catering costs be reimbursed (based on the number of participants given on the 'pre-arrival information form')!

No refund is given if a participant is told to leave the house for reasons of discipline, or they leave early for private reasons. Please note that 100% protection can only be booked for the whole group.

**Free place provision:** Every 21st participant is free (accommodation and catering), provided that the minimum number given in section 5 is met. Participants should bring slippers and towels because only bedding is provided (towels are only provided in the teacher/supervisor's room). The statutory Austrian VAT is included in the stated prices and will be shown separately as pre-tax deductibles. Prices are subject to change dependent on energy cost increases and changes in statutory VAT.

List of participants: A list of participants (name, birth of dates with an official stamp and signature) must be returned to ya! with the advance arrival information form. Another list of participants must be brought to the guesthouse (Reporting Act).

#### 4. Payment:

a) When registering a group you will receive an 'order confirmation- proforma invoice' for accommodation costs with the dates and amounts for the deposit and balance. **The deposit is a third of the total cost, payable 3 months before arrival. The balance must be paid into the account named no later 14 days before the group's arrival.** The payer bears the cost of transfer charges.

b) The invoice is made at the end of the stay on the basis of the 'Accommodation and services confirmation' created by the management of the guesthouse and signed by the person responsible for the group. This is based on the actual services carried out and the participant numbers. Differences in amounts will be balanced later. In the final bill, meals not eaten by individual participants will not be refunded. Only services not used by the whole group can be refunded.

#### 5. Default liability:

a) For financial reasons, as the contractual partner ya! must guarantee all adventure guesthouses an annual minimum capacity and therefore strive to have the businesses fully occupied. If the minimum capacity is not reached, the houses must be remunerated for the shortfall. Normally therefore, 90% of the number of participants given on the group registration form must be guaranteed.

For cancellations and reductions of the number of participants above 10% of the under-occupancy allowance, which are not notified at least 3 months before arrival, a shortfall liability of 30% of the price (per night and unoccupied bed) must be paid. The cancellation fee rises to 60% from 3 weeks (21 days) before arrival. The cancellation fee for 'no show' on the day of arrival is 100%. By way of derogation from these provisions, special agreements can be made by mutual agreement.

b) **Summer:** Out of consideration to our sports partners, the definitive numbers of participants for each type of sport must be provided no later than 14 days before arrival. If there are any changes, cancellation fees can be expected (except in the case of sickness).

#### Travel cancellation insurance

We are happy to help you select and book insurance.

**6. Liability and insurance:** unless otherwise stated, ya! acts as an agent and is therefore responsible for the smooth provision and reservation of agreed services, as well as the careful selection of service providers. They are insured accordingly.

ya! is not liable for impairment and disruptions in relation to services that are provided only as external services, or for disruptions in relation to funding, sports facilities or weather conditions. The group must take out their own accident and liability insurance. The group itself is responsible for damage in the adventure guesthouse caused by group participants.

Organisation of the program modules in the individual package weeks: young austria – Österreichs Erlebnisgästehäuser GmbH

**7. Duration of stay:** The minimum stay in Austrian adventure guesthouses is 4 nights. Different arrangements can be made by mutual agreement.

**Arrival and departure** On the day of arrival, the rooms are ready for occupation from 4pm. On the day of departure, the rooms must be vacated by 9am at the latest. Special provisions must be agreed in exceptional cases with ya!'s office in Salzburg.

**8. Accommodation and catering** Accommodation is in dorms with bunk beds. Most of them have a shower and toilet. Adult supervisors mostly have a room with shower/toilet, depending on availability. Single rooms available upon enquiry, depending on availability for an extra charge.

The guesthouses serve the usual Austrian food. Special wishes, such as vegetarian food etc must be sent to the management in good time before arrival. Please write them on the 'pre-arrival information form'. Please note that the kitchen at the guesthouse takes no liability for allergic reactions.

**9. Guidelines for our guests:** In accordance with the nature of the houses as adventure guesthouses, guests must comply with the rules displayed regarding quiet in the evening, meal times, room orderliness etc. The rules that ensure that guests can have a pleasant stay together are sent to the group leader or person who registers with the 'Order confirmation-proforma invoice' for the stay.

**10. Notification of defects:** Service faults must be notified to the management of the adventure guesthouse immediately. Failure to give notification can compromise any subsequent claims for damages, although it does not release us from warranty obligations.

#### 11. Data protection

We process your data exclusively on the basis of legal provisions (General Data Protection Regulation and Telecommunications Act 2003). young austria carries out digital processing of the data to provide an offer or implement travel contracts. Further information can be read in our data protection declaration:

<https://www.youngaustria.com/en/service/privacy-policy/>

When participants' data is transferred (eg. list of participants for registration or ordering ski passes) we assume that you are also entitled to provide this data to us. Please contact us if this isn't the case.

#### 12. Further information on PRG

young austria is responsible for the proper delivery of all services stipulated in the contract and is obligated to provide assistance in the case of difficulties.

young austria must be informed immediately of any breach of contract. The contact details of any local partners are shown in the travel documents. Contact to minors among the group is generally through the teacher making the booking.

Customers have the opportunity to participate in an alternative dispute resolution procedure eg. with the Austrian Consumer Arbitration Board. Customers have the opportunity to transfer the contract in accordance with §7 Package Travel Act to another traveller.

#### 13. Travel organiser

(unless stated otherwise):

young austria – Österreichs Erlebnisgästehäuser GmbH  
Alpenstraße 108a, 5020 Salzburg, Austria  
Tel.: +43 662 625758-0  
FN number: FN59036v  
Fully licensed travel agency  
GISA number: 17755122

Insurer for package travel insurance:

HDI Global SE  
HDI-Platz 1  
30659 Hannover  
Germany

Police number: PRV-1820035

Liquidator:

TVA-Tourismusversicherungsagentur GmbH

Baumannstraße 9/8

1030 Vienna

24 hr emergency number: Tel.: +43 1 361 9077 44

Email: [kundengeldabsicherung.at@hdi.global](mailto:kundengeldabsicherung.at@hdi.global)

**14. Cost calculations** are subject to possible errors!

**15. Place of jurisdiction** Salzburg

**16. Otherwise the general travel terms of the association of travel agencies of Austria apply.**

The catalogue/website are subject to changes and printing or typing errors.

Enquiries and reservations exclusively to:

young austria – Österreichs Erlebnisgästehäuser GmbH

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