

General

In order to make your stay at Vienna Grand Apartments as comfortable as possible we would like to draw your attention to our general terms and conditions. These terms and conditions will apply to all guests during their stay at Vienna Grand Apartments and will serve as the contract between guests and the **AUTOTEC HANDELSBETRIEBS GMBH** (hereinafter referred to as the "Management").

The Management reserves the right to enter apartments without notice during rental periods in case of suspicion on emerging damages or to remedy such.

Non-smoking Policy

We particularly draw your attention to the fact that the building is a non- smoking zone. Smoking is forbidden in the apartments as well as in the corridors and stairwells. Ashtrays are provided for smokers in the inner courtyard and on their own private balconies.

All cleaning and maintenance costs resulting from unauthorized smoking as well as any necessary changes required to be made to future bookings will be charged to the guest.

All fire alarms resulting from unauthorized smoking will be charged to the guest.

Reservations

Reservations through our website or booking engines will be confirmed immediately online. Alternatively reservations can be made by phone or E-Mail directly. All reservations need to be confirmed in writing and only become valid with the guarantee of a credit card or a deposit of 50 % of the total amount of the stay.

For all bookings over New Year's Eve 100% pre-payment is required by 1st December. Vienna Grand Apartments reserve the right to cancel the booking should the payment not be received by either credit card or bank transfer.

Length of Stay

For stays longer than 6 months, an additional rental contract is required to comply with the law governing rentals of Austria, also a deposit of 2 months' rent is payable.

Cancellation Policy

Room with a daily rate

- no charge up to 3 days before arrival after that 100 % of the total cost of the booking will be charged

Rooms with a weekly rate

- no charge up to 7 days before arrival
- after that 75% of the total cost of the booking will be charged

Rooms with a monthly rate

- no charge up to 30 days before arrival
- after that 50% of the cost of a monthly stay will be charged

Concerning late arrivals, early departures or no-shows 100% of the cost of the total stay will be charged.

Check-in

Check-in is from 15:00 to 20:00 daily, late arrivals are possible by prior arrangement depending upon staff availability.

We will ask you to give us your estimated arrival time when making your reservation.

If the apartment is required earlier than the indicated times, this may be possible subject to availability with additional charges.

According to the Austrian Registration Act, which stipulates that every guest must be registered with the police. To this end every guest must fill in and sign a registration form. At the request of the management guests may be required to furnish an official form of photo ID such as a valid passport.

Guests using a valid credit card, as per booked arrangement, will on arrival be asked for an additional Security Deposit of € 20,00/day to cover any incidentals.

The loss of an electronic key card will be charged with € 20,00 per piece.

Apartment Housekeeping

For a stay of up to (7) days apartments will be cleaned every 2nd day.

For a stay of more than 7 days apartments will be cleaned once a week, including the change of bedsheets upon request.

Upon request we would also clean your apartment more often, change the towels and bedsheets as required at the following additional charges:

		Extra Cleaning	Towels or Bedsheets per Apartment
1 Bedroom Apartment	Standard	€ 60,00	€ 20,00
2 Bedroom Apartment	Superior	€ 60,00	€ 20,00
2 Bedroom Apartment	Superior Plus	€ 60,00	€ 20,00
2 Bedroom Apartment	Supreme	€ 60,00	€ 20,00
1 Bedroom Apartment	Penthouse	€ 60,00	€ 20,00
3 Bedroom Apartment	Grand Deluxe	€ 80,00	€ 40,00
2 Bedroom Apartment	Supreme PH	€ 80,00	€ 40,00

End of stay cleaning

For a stay of 7 or more days, a more thorough cleaning of the Apartments is required upon check-out.

The end of stay cleaning will be charged at the following costs:

		Final Cleaning	
1 Bedroom Apartment	Standard	€	100,00
2 Bedroom Apartment	Superior	€	100,00
2 Bedroom Apartment	Superior Plus	€	100,00
2 Bedroom Apartment	Supreme	€	100,00
1 Bedroom Apartment	Penthouse	€	100,00
3 Bedroom Apartment	Grand Deluxe	€	125,00
2 Bedroom Apartment	Supreme PH	€	125,00

Number of Guests

The number of guests in the apartment must not exceed the stated number without the express permission of the management.

Concierge Service

Our staff are at your disposal from
Monday to Friday from 09:00 to 18:00 and
Saturdays and Sundays from 10:00 to 16:00 upon arrangement.

During these times please feel free to call with any questions you might have.

In case of Emergency there is a 24 hour emergency number available.

Check-out

Check-out is from 08:00 to 11:00

If you wish to leave before 08:00, your bill must be settled the day before departure by 18:00. Please inform the management if you wish to use the apartment after 11:00, this service is subject to availability and there will be an extra charge. In case where the apartment is not vacated at the agreed time, the management reserves the right to clear the apartment and to store the belongings of the guest until their return.

Luggage storage

Subject to availability in our storage area, guests may leave their luggage, at their own risk, for up to 30 days.

Liability

The management is responsible for correctly administering the reservation as well as the provision of the apartment. However in the case of unforeseen events: "Force Majeure" etc. the management reserves the right to offer the guest accommodation of equal value. This also applies in the event that an apartment may not be habitable due to defects, maintenance works or other operational requirements. If no such accommodation should be available the management will then try to procure an acceptable alternative for the guest. The guest can choose one of the alternative proposals or can cancel their reserved apartment without incurring a charge. We will not accept any further liability.

Guests are encouraged to lock all doors when leaving the apartment and when going to bed.

The guest as well as his/her fellow travellers herewith explicitly declare to use the apartment and all the contents of the property at their own risk and to release the management from any future claims for compensation. The management accepts no liability whatsoever for items brought in by guests.

Domestic Pets

Should you wish to bring along a small and non-dangerous domestic pet, you may do so after consultation with the manager. An additional cleaning charge of € 10,00 per day will apply. For weekly and monthly stays respectively, the charge will be € 60,00 per week for the additional cleaning involved.

Peace and Quiet at Night

Between the hours of 22:00 and 06:00 we would ask guests to keep noise to a minimum and reduce any noisy activities in their apartment to ensure a quiet and peaceful atmosphere for everyone at night.

Maintenance and Damage to an Apartment

We would respectfully remind guests of their responsibility to treat the apartments and the objects and equipment therein with care and respect.

Guests must inform the management immediately of any damage to objects or equipment in the apartment and of any threat of damage to, loss of or destruction of objects and equipment. Guests are responsible for all damages and impairments to the rented rooms and their contents in as far as any damage that might occur is beyond ordinary wear and tear. This stipulation also applies to damage and impairment of the apartments and contents by any third party staying in the apartment with the consent of the guest.

Payment

For reservations up to 29 days the stay must be guaranteed through a valid credit card. In the case of a stay of more than one month, a month's rent must be paid in advance when checking in. For each subsequent month payment must be made in advance.

Photos and Videos

The use of photos and videos of the residence for commercial purposes or for public use is expressly prohibited.

Jurisdiction:

The place of jurisdiction is Vienna.

The management reserves the right to add to or change these terms and conditions at any time.

