



## Terms and conditions of the hut Kaunergrathütte

### 1. Registration and identity card

#### a. Hut Book entry

Each overnight guest must register in the hut book upon arrival and eventually comply with further registration requirements. To facilitate the discovery of the injured and missing, each hut guest is advised to specify the destination of the mountain tour and the mobile number in this book.

### 2. Entitlement to sleeping places

#### a. Preferred entitlement to sleeping places

The following guest have priority for a sleeping place:

- Ill or injured people who cannot be expected to descend or transport to the valley.
- Members of rescue teams on duty.

#### b. Hygienic requirements

- For all sleeping places, the use of a hut sleeping bag is mandatory.
- Benches and tables are only available behind the hut for the consumption of food and drinks you have brought with you. For reasons of hygiene, they may not be consumed in our dining rooms and on our terrace.

#### c. Booking conditions

1. Registration or reservation of the sleeping place via the online reservation system is requested. It is obligatory to provide credit card details (MasterCard, Visa, Maestro, V-Pay) to secure the sleeping place.
2. If, after booking in accordance with point 1, one single or all sleeping places reserved by the guest are not used, the following **cancellation fees per sleeping place and night** will be due upon resignation or no-show of the guest:

**In the event of cancellation within 10 Days before arrival: € 20 per person and night.**

**If the hut tenant receives the cancellation later than 5 p.m. on the day before the day of arrival or without cancellation, the reserved half board or without ordered half-board 20 €. For the other reserved days, a cancellation fee of €20 per person and night applies as above.**

**For groups of 6 persons or more, a 30-day period for free cancellation of the sleeping places applies.**

**Cancellations must be made exclusively by the guests in the reservation system. The link for this can be found on every reservation**



**confirmation. Cancellations by telephone, email or WhatsApp will not be considered.**

The above time limit is calculated from the date of receipt of the written cancellation of the guest via the online reservation portal.

3. The Hut Tenant is entitled to request an advance payment / credit card security of 20 € per person and night for reservations. In the event of cancellation or non-arrival, cancellation fees as stated in point 3 may be due and will be debited from the credit card. An advance payment will be settled on site in the hut.
4. Cancellation free of charge is possible if it can be proven that the hut access from the valley or the journey to the starting point for the main access to the hut is not possible due to force majeure (e.g. mudslide). The tenant must be informed immediately in the event of cancellation!  
Changes in the weather do not count as force majeure!
5. All decisions regarding tours, routes, weather, and avalanche situation etc. are at the guest's responsibility. The liability on the part of the hut hosts for damages of any kind is excluded.

### **3. Lodging tariffs**

- a. **For the current overnight rates for members and non-members please visit the homepage of the Kaunergrathütte – [www.kaunergrathuette.at](http://www.kaunergrathuette.at) –, the reservation system and are as well displayed on the notice board on the hut.**

Overnight tariffs can be paid at the hut **only in cash**.

Due to the unstable W-LAN connection, card payments are **NOT** possible.

- b. **Infrastructure tariff**

Self-catering is not permitted. Excluded are members and equals in the areas allocated by the hut tenant for self-catering. Guests during the day pay €2.50, and overnight guests pay €5 per night for self-catering and the use of the hut infrastructure. Children and adolescents are exempt from these contributions until the age of 18. Alcoholic beverages brought with you are not allowed to be consumed.

- c. **Overcrowding**

Overcrowding does not justify a tariff reduction.

- d. **Twin-room**

The hut has 2 dormitories with 2 single beds each. The rooms will not be allocated to single persons on a priority basis once reservations have been received.

- e. **Multi-bedroom**



The hut has 19 beds in shared rooms with 4 to 6 beds. The hut tenant decides the occupancy of the beds; exclusive occupancy within one's own group cannot be guaranteed.

#### **4. First aid material**

Sufficient first aid equipment is provided by the hut tenant.

#### **Rules of conduct**

##### **a. Considerate behavior and waste disposal**

Every guest must show a respectful behaviour in the hut and its surroundings to not disturb other people. The hut and its surroundings must be kept clean. All guests must take their own waste back down into the valley for proper disposal to protect the mountain surroundings.

##### **b. Lights switch off for peace at night in the hut**

As a principle, silence in the hut should be kept from 22:00h to 6:00h in the morning. Early birds still must respect the night's rest.

##### **c. Music and concerts**

Playing musical instruments is only permitted in agreement with the hut tenant. It is not allowed to charge entry fees for music presentations.

##### **d. Radio, TV, and music equipment**

Radio, TV, and music equipment may not be used in the lounges and bedrooms, nor in their cottage area. Excluded are the receipt of the weather and avalanche report or the usage of audio equipment with Headphones outside the night's rest. The hut tenant can allow exceptions for certain enclosed areas if an exception does not disturb guests in other rooms.

##### **e. Smoking**

Smoking is prohibited throughout the hut.

The ashtrays in front of the hut are to be used!

##### **f. Behavior in the bedroom**

In the bedrooms, you may not cook or eat. Do not enter with mountains and ski boots. Handling an open flame (candles, gas cookers, etc.) is forbidden.

No unpackaged food may be stored in the bedrooms. Appropriate storage facilities must be provided.

##### **g. Behavior in case of room shortage**

In the event of a room shortage, seats in the guest rooms may not be occupied in advance; mind people who wait to sit down!



## **h. Bringing along animals**

Pets are prohibited in all bedrooms. A room is designated for mountain rescue dogs, guide dogs, and similar animals in which they can spend the night; these are of particular importance. It is not possible to stay at the hut with dogs.

## **i. Damages**

Guests must bear the cost for any negligent or intentional damage to the hut or its establishment. Parents and persons accompanying children are responsible for them and their behaviour.

## **5. Supervision, complaints**

### **a. House rules**

The hut tenant implements domiciliary right.

### **b. Violation of the Hut regulations**

Anyone who does not respect the hut regulations can be asked to leave the hut.

### **c. Handling of complaints**

Claims and complaints should be settled on the spot. If this is not possible send a written form to the hut team.