



## General terms and conditions

### Conditions of purchase and delivery

I. The contract is concluded with Hotel Perauer GmbH (upon payment of the product).

II. To keep order costs as low as possible you may pay for products direct via credit card and have them sent by post. By prepayment (bank transfer) payments can be effected Europe-wide. Items are only sent upon receipt of payment. For dispatch by post we offset any charges 1:1; these depend on the volume, weight and size of your order. You will be informed of these costs in advance so you are able to transfer money to cover the amount.

III. Only those over the age of 18 are entitled to purchase items in our online shop.

### IV. Prices and Products

The total value, including VAT, of any vouchers purchased cannot be redeemed in cash. Should you use less than the value of the voucher, you will receive a further credit note.

Billing, with tax calculation, can only be issued at the time of actual provision of service, i.e. when a voucher has been redeemed (Value Added Tax Act).

No liability is accepted for late delivery by post.

A voucher is only valid when the amount due has been paid in full.

All vouchers are valid for 1 year.

More information is available from Reception (Tel.: +43 (0) 5285-62566 or via e-mail: [info@perauer.at](mailto:info@perauer.at)).

5. Products from our online shop will only be sent after complete transfer, incl. additional costs, against prepayment and when upon disclosure of your credit card details.

V. Vouchers include the respective statutory VAT; allocation occurs upon use of a service.

VI. Goods for sale may vary from the images shown. Subject to errors and item changes.

### VII. Security guarantee & Data protection

Your security is the utmost priority. That is why when you pay by credit card your details, such as credit card number, bank code, account number, name and address are treated in the strictest of confidence. Based on the general terms and conditions the client gives consent to receive advertising information from Hotel Gasthof Perauer. These details will not be forwarded to third parties.

### VIII. Exchange and Return

Please return any vouchers which do not meet with expectations within 14 days of receipt. It is essential that written advice of cancellation (revocation) reaches Hotel Gasthof Perauer within 14 days. There is however no right of cancellation if use of the service has already started within the cancellation period. This right to return goods applies only to customers who qualify as consumers. Foodstuffs are excluded from this regulation.

IX. Court of jurisdiction is Zell am Ziller, Austria

