



Terms and conditions

Prices

Accommodation, bed linen, heating, water, electricity, cleaning once flat has been vacated and all fees and taxes are included in price, except the tourist tax. The amount of the tourist tax is determined based on the municipal regulations in force at the time of the stay within the municipal area (April 2026: Euro 2,50 per person and day over 14 years).

Payment

You can pay with cash or by bank transfer.

Arrival and departure

The apartments are available from 16 pm on the day of arrival and until 10 am on the day of departure.

Booking

Booking is confirmed upon payment of deposit for confirmation and sending of the booking confirmation. The Deposit will not be returned in case of cancellation.

Cancellation policy

There's not provided a right to withdraw from the contract in accordance with the Italian consumer protection law – nevertheless we allow you to withdrawn from the contract under the following conditions:

- From booking date up to 84 days before arrival: deposit is retained
- 83 to 28 days before arrival: 40% of the total amount
- 27 to 8 days before arrival: 70% of the total amount
- From 7 days before arrival: 90% of the total amount
- In case of no-show, late arrival or early departure: 100% of the total amount

Please let us know in good time if you have to cancel your holiday.

Travel cancellation insurance

We recommend to take out the “Red Rooster travel cancellation insurance” after booking your stay. This will cover cancellation charges, meaning that you can look forward to your holiday



in a more carefree manner. Further information regarding costs and how to take out the insurance can be found [here](#).

Data Protection

In accordance with Law No. 196/2003, we would like to inform you that your data will only be used and stored for the processing of this application and will not be given to third parties or distributed. Regarding data processing, your rights are set out in Article 7 of Law No. 196/2003. Rights owner is Martin Baumgartner.

Kronplatz Guest Pass

Upon completion of the accommodation contract, the Kronplatz Guest Pass (consequently Guest Pass) will be issued to the guest, which according to the decision of the South Tyrolean regional government No. 732/2022, is valid for the entire duration of their stay as well as from 0:00 on the day of arrival unto 24:00 on the day of departure.

The Guest Pass includes the use of all public transport within the “südtirolmobil” network area as well as additional services, which vary depending on the tourism organization. Detailed information can be found at: suedtirol-guestpass.info

The sole entity carrying the Guest Pass in South Tyrol is the Mobilitätskonsortium, appointed as the unified coordination point in accordance with the above decision of the South Tyrolean regional government by the Provincial Association of Tourism Organizations of South Tyrol on November 16, 2022. The details of the additional services associated with the Guest Pass and the conditions of use of the Guest Pass are communicated by the third party responsible for issuing and managing the Guest Pass. Detailed information is available at: suedtirol-guestpass.info

Purpose: The personal data provided will be transmitted to the single coordinating body of the Guest Pass in order to enable the creation and use of the Guest Pass and to provide the associated services.

Recipient: In connection with the issue of the Guest Pass, your data will be transmitted to the Mobilitätskonsortium, VAT Nr. 02735170215, which acts as the cardholder and unified coordinating body and assumes the role of autonomous data controller in processing the transferred data. For further information regarding the processing to which the data will be subjected, you can send an email to privacy@moko.bz.it.

Legal basis: The legal basis for processing is Art. 6 (1) (b) of the GDPR.



Disclaimer

We make efforts to supply you with correct and complete information on this website. However, we do not carry liability or provide guarantees for the information being up-to-date, correct or complete. We reserve the right to make changes or additions to the information provided without prior notice. Offers or booking confirmations are binding. Despite our careful checking of the content, we can take no responsibility for the content of external links. Only the operators of the linked webpages are responsible for their content.

General

It is explicitly referred to the norms art. 45-67 of the Italian consumer protection law (d.lgs. 206/2005).