

**Cancellation conditions**  
from 01.01.2025

Dear guest,

We are happy to accept your binding reservations. Since we are making the necessary preparations (food, staff, etc.) we always have to organize 5 to 7 days before your arrival. In the event of resignation or non-appearance, we will provide an appropriate charge a cancellation fee.

Until the 4th day before the arrival date (until 6:00 p.m.) cancellations or changes can be made online free of charge.

From the 4th day (from 6:00 p.m.)

**20 euros per person and per night**

automatically collected via your specified credit card, or - if a corresponding deposit is paid, this will be retained.

A cancellation credit is only possible if the following criteria are met:

- death in the family
- Illness (written confirmation required)
- if access to the Zeppezauerhaus is not possible due to alpine hazards (rain is not an alpine hazard!)

In these cases we ask for early information to our e-mail [zeppezauerhaus@gmail.com](mailto:zeppezauerhaus@gmail.com) or a timely phone call

We wish you an exciting planning time and beautiful hiking days on the Untersberg.

We look forward to you!

Uschi und Anton