

Sparkling Vienna – General Terms and Conditions

RATES

- All rates are quoted in EUR.
- All local taxes, standard service charges, and V.A.T. on all services are included. (If VAT changes, we reserve the right to change the rates accordingly).
- All gratuities, such as for meals, hotel staff, guides and drivers, are at your discretion.

Cancellation policy:

Cancellation of the total booking is free of charge until 7 days prior to arrival.

Cancellation on within 6- 4 days prior to arrival: 50% of the package rate will be charged.

Cancellation less than 3 days prior to arrival: 100% of the package rate will be charged.

No-Show charges

In case of no shows, 100 % of the package rate will be charged.

Special Policy for cultural event tickets: Tickets which have been confirmed cannot be cancelled. If tickets are resold, the charge will be credited back to you (this is possible only after the performance date).

Payment policy:

The package needs to be fully paid at least 14 days prior to arrival.

Itinerary of programme:

Small changes in itinerary are possible due to the flight schedule of the participants. However, all main programme points are guaranteed.

OTHER

All correspondence between us and you after we send you the booking confirmation are related to these conditions and are considered part of the Terms & Conditions.

FORCE MAJEURE

Imperial Connection Beck OG and Sparkling Vienna cannot be held responsible for necessary program changes due to Force Majeure or other occurrences out of our control. Imperial Connection Beck OG and Sparkling Vienna have the right to alter or cancel parts of the program or services that cannot be operated due to Force Majeure or other occurrences. In this case, we will try to offer alternative arrangements of the same quality or, should this not be possible, to initiate credit payment for the services not rendered.

Imperial Connection Beck OG and Sparkling Vienna cannot be held responsible for any damages or health damages of the traveller caused by the supplier – court of jurisdiction is the one of each supplier!

TRAVEL DOCUMENTS

You must make sure that you hold all the documents necessary to travelling to the confirmed countries! Upon request, we will be happy to assist you in determining what documents you need!