

LODEN WIRT

AKTIV & GENUSSHOTEL

General Terms and Conditions / Booking Terms

1. Operator and scope of application

These General Terms and Conditions apply to all bookings, stays, services and offers of Hotel Lodenwirt, Via Pusteria 1, I-39030 Vandoies/Vintl (BZ), South Tyrol/Italy, VAT No. IT 02275620215.

These terms apply to bookings made through our website, by e-mail, by telephone, by direct enquiry, through booking platforms and through any other sales channels, unless otherwise agreed in writing.

By making a booking, the guest accepts these booking terms.

2. Conclusion of contract

A booking is considered binding only once it has been confirmed in writing by the hotel or once the guest has successfully completed an online booking and received a booking confirmation.

Enquiries made through the website, by e-mail or by telephone are non-binding until the hotel has issued a written confirmation.

Special requests such as specific room numbers, floors, balconies, room location, adjoining rooms or other individual preferences will be taken into account where possible, but cannot be guaranteed unless expressly confirmed in writing by the hotel.

3. Prices and services

Unless otherwise stated, the prices indicated are per person and night or per accommodation unit and night, including the services expressly specified.

The statutory or locally applicable tourist tax is not included in the price, unless expressly stated otherwise, and will be charged separately and paid on site. The amount of the tourist tax is based on the regulations in force at the time in the Province of Bolzano/South Tyrol or in the competent municipality.

All prices include VAT, where applicable by law.

Price changes, errors, misprints and changes to offers are reserved. The price stated in the written booking confirmation is binding.

4. Tourist tax

The tourist tax is charged in addition to the overnight price and is not included in the room price unless expressly stated otherwise.

It is charged per person and per night. Children under the age of 14 are exempt from the tourist tax according to the currently applicable regulations.

The amount of the tourist tax may change due to legal or official requirements. In such cases, the tourist tax valid at the time of the stay will be charged.

5. Hotel and Residence

The Lodenwirt consists of a Hotel and a Residence. Services may vary depending on the accommodation booked.

Hotel rooms and Residence units may have different included services, additional services, facilities, board arrangements and booking conditions. The details stated in the respective booking confirmation are binding.

Services such as breakfast, half board, use of the wellness area, cleaning, parking, garage or other additional services are included only if they are expressly stated in the booking confirmation.

6. Deposit / Caparra confirmatoria

A deposit of 30% of the total amount may be required to secure the reservation.

Unless expressly agreed otherwise, this deposit is considered a caparra confirmatoria pursuant to Art. 1385 of the Italian Civil Code.

The booking is definitively confirmed only after receipt of the deposit or after successful debit of the credit card.

The deposit may be paid by bank transfer or, where offered, by credit card.

Bank details:

Hotel Lodenwirt GmbH
Südtiroler Sparkasse
IBAN: IT89B06045583000000000164700
SWIFT/BIC: CRBZIT2B054

Any bank charges shall be borne by the guest.

7. Credit card and payment guarantee

The hotel may request valid credit card details to secure the booking.

By providing credit card details, the guest authorises the hotel to charge due deposits, cancellation fees, no-show fees, unpaid services or other outstanding amounts related to the booking within the scope of the agreed conditions.

8. Payment methods

Depending on availability on site, payment may be made using the following methods:

- cash payment within the limits of the applicable legal provisions;
- debit card / Bancomat;
- credit card, in particular Visa and Mastercard;
- bank transfer, if agreed in advance.

The hotel reserves the right not to accept certain payment methods in individual cases for technical, organisational or legal reasons.

9. Check-in and check-out

The room is available from 3:00 p.m. on the day of arrival, unless another time has been expressly agreed in writing.

On the day of departure, we kindly ask guests to vacate the room by 10:30 a.m. at the latest.

Early check-in or late check-out is possible only subject to availability and prior arrangement. A surcharge may apply.

In the event of late departure without prior agreement, the hotel reserves the right to charge additional costs.

10. Cancellation conditions

Cancellations are valid only if made in writing. The time at which the written cancellation is received by the hotel shall be decisive.

Unless different conditions are stated in the booking confirmation, the following cancellation conditions apply:

- up to 6 weeks before arrival: no cancellation fee;
- from 6 to 4 weeks before arrival: 30% of the agreed total amount;
- from 4 weeks to 1 week before arrival: 50% of the agreed total amount;
- from 6 days before arrival, in the event of late arrival, early departure or no-show: 100% of the agreed total amount.

Deposits already paid will be offset against any cancellation fees incurred.

Different cancellation conditions may apply to offers, packages, special rates, non-refundable rates or group bookings. These will be stated in the respective booking confirmation.

11. No-show, late arrival and early departure

In the event of no-show without timely cancellation, the entire booked stay will be charged.

In the event of late arrival or early departure, there is no entitlement to a price reduction, refund or reduction of the agreed total price.

Unused services, in particular meals, package services or included additional services, will not be refunded.

12. No statutory right of withdrawal for hotel bookings with a fixed period

For accommodation services with a fixed stay period, Italian consumer law generally does not provide for the statutory right of withdrawal applicable to standard distance contracts.

Therefore, only the cancellation and payment conditions set out in the booking confirmation and in these General Terms and Conditions shall apply.

13. Travel cancellation insurance

We recommend taking out travel cancellation insurance immediately after booking.

The agreed cancellation conditions also apply in cases of illness, accident, family reasons, travel obstacles, weather-related problems or other unforeseen events.

Travel cancellation insurance may help cover possible cancellation costs.

14. Offers, packages and flat rates

Offers and packages are valid only during the stated period, subject to availability and in accordance with the respective offer conditions.

Services included in packages cannot be deducted, exchanged or redeemed for cash.

Unused services will not be refunded.

Offers cannot be combined with other discounts, vouchers or promotions unless expressly stated otherwise.

15. Children's prices

Children's discounts apply only when children stay in the room of two adults paying the full rate and according to the applicable price information.

Unless otherwise stated, the following children's discounts apply:

- 0 to 1 year: 100% discount;
- 2 to 7 years: 50% discount;
- from 8 years: 25% discount.

The details stated in the respective booking confirmation are binding.

16. Dogs and pets

Dogs are allowed only on request and after prior confirmation by the hotel.

Not all rooms are suitable for dogs. The hotel reserves the right to reject bookings with dogs if no suitable room is available.

A surcharge per night, excluding food, is charged for dogs. The amount of the surcharge is based on the applicable price information.

Dogs must not be left unattended in the room if this may cause noise, damage or disturbance.

The guest is liable for all damage, soiling or additional cleaning caused by the animal.

Out of consideration for other guests, certain areas, in particular wellness areas, may not be accessible to dogs.

17. Half board, breakfast and restaurant services

Breakfast, half board or other catering services are included in the price only if expressly stated in the booking confirmation.

Unless otherwise stated, half board can only be booked for stays of at least 3 nights.

Meals not consumed will not be refunded.

Opening hours of the restaurant, pizzeria, bar and kitchen may vary for seasonal, operational or organisational reasons.

In case of food intolerances, allergies or special dietary requests, we kindly ask guests to inform us in advance. The hotel will endeavour to take these into account, but cannot provide any guarantee unless expressly confirmed in writing.

18. Wellness area

Use of the wellness area is subject to the applicable opening hours and house rules.

For hygiene, safety, technical or organisational reasons, restrictions, maintenance work or short-term changes may occur.

Access may be restricted for safety or age-related reasons.

Use is at the guest's own risk. Parents or accompanying persons are responsible for their children and accompanying guests.

19. Garage, parking and electric charging station

Outdoor parking spaces are available subject to availability.

Garage parking spaces are subject to a fee and available only subject to availability.

The hotel assumes no liability for vehicles, vehicle contents, damage caused by third parties, theft or force majeure, except in cases of proven fault on the part of the hotel.

Use of electric charging stations is subject to the applicable tariffs, technical requirements and availability.

20. Conduct on the premises and house rules

The guest undertakes to treat rooms, furnishings, common areas and outdoor facilities with care and to show consideration for other guests, employees and neighbours.

In the event of serious misconduct, intentional damage, significant disturbance of the peace, disregard of the house rules or endangerment of other persons, the hotel may exclude the guest from the stay.

In such cases, the hotel's entitlement to payment for the booked stay remains unaffected.

21. No smoking

Smoking is prohibited in the rooms and in all designated indoor areas.

In the event of a violation of the smoking ban, the hotel may charge additional cleaning costs, loss of use costs or other damages.

22. Damage and liability of the guest

The guest is liable for all damage caused by the guest, accompanying persons, children, visitors or pets to the building, furnishings, technical equipment, textiles, keys, cards or other property of the hotel.

Damage must be reported immediately to reception.

The hotel reserves the right to charge repair, replacement and cleaning costs.

23. Liability of the hotel

The hotel is liable for damages only within the limits of mandatory statutory provisions.

For slight negligence, indirect damage, consequential damage, loss of holiday enjoyment, technical faults, failures of internet, TV, heating, air conditioning, wellness facilities or other facilities, the hotel is liable only to the extent required by mandatory law.

For valuables, cash, jewellery, technical devices or other personal items brought in by the guest, the hotel is liable only within the limits of statutory provisions and only if such items have been properly declared or safely stored.

24. Forgotten items

Forgotten items will be stored for a reasonable period of time.

Upon request, found items may be sent to the guest. The resulting packaging, postage and shipping costs shall be borne by the guest.

No liability is assumed for shipping, except in cases of proven fault on the part of the hotel.

25. Vouchers

Vouchers may be redeemed according to the conditions stated on the respective voucher.

Vouchers cannot be redeemed for cash and are non-refundable.

The voucher must be presented at the time of reservation or at the latest upon arrival or payment.

Lost, stolen or damaged vouchers can be replaced only if the voucher can be clearly identified and has not yet been redeemed.

If no different validity period is stated on the voucher, the statutory provisions shall apply.

26. Restaurant and table reservations

Table reservations in the restaurant are binding only after confirmation by the restaurant.

In the event of delay, we kindly ask guests to inform us in good time. The restaurant reserves the right to assign the table to other guests after a reasonable waiting period.

For groups, special menus, events or special openings, separate conditions, deposits or cancellation rules may apply.

27. Group bookings and events

Different payment, deposit and cancellation conditions may apply to group bookings, coach groups, seminars, events, company bookings or special arrangements.

These conditions are agreed individually and set out in the respective offer or booking confirmation.

28. Changes by the hotel

The hotel reserves the right to change services for objectively justified reasons, provided that the change is reasonable for the guest.

This applies in particular in the event of maintenance work, technical problems, official requirements, force majeure, safety reasons, illness, supply shortages or other circumstances beyond the hotel's control.

29. Force majeure

In the event of force majeure, in particular natural disasters, official orders, pandemics, strikes, power outages, road closures, exceptional weather events or other unforeseeable circumstances that significantly impede or make the stay impossible, the statutory provisions shall apply.

The hotel is not liable for damage caused by force majeure or events beyond its control.

30. Data protection

Personal data is processed in accordance with the applicable data protection regulations.

Further information on the processing of personal data can be found in the privacy policy on the website.

31. Applicable law

Italian law applies to all contracts, bookings and legal relationships between the guest and the hotel.

32. Place of jurisdiction and dispute resolution

Where legally permissible, the place of jurisdiction is the registered office of the hotel or the competent court in South Tyrol/Italy.

For consumers, the mandatory statutory places of jurisdiction apply.

The European Commission provides a platform for online dispute resolution. The hotel is neither obliged nor willing to participate in dispute resolution proceedings before a consumer arbitration body, unless there is a statutory obligation to do so.

33. Severability clause

Should individual provisions of these General Terms and Conditions be invalid, incomplete or unenforceable, the validity of the remaining provisions shall remain unaffected.

In place of the invalid or unenforceable provision, a provision shall apply that comes as close as possible to the economic purpose of the original provision and complies with the statutory requirements.

34. Final provisions

Amendments and additions to the booking or to these terms require written form, where legally permissible.

The version of the General Terms and Conditions valid at the time of booking shall apply.

Last updated: July 2026