



### **Terms and Conditions – Hiking Tours**

Guests are requested to register for their individual offer via the online registration form. This form must be completed in full with all personal contact details. Early registration helps us plan guide allocation and organize the tour, and at the same time guarantees the guest a spot on their preferred date.

By booking and confirming a date, these Terms and Conditions become part of the agreement between the guest and Zillertal-reisen Oosterom GmbH. Reservations may be made verbally or in writing.

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### **Payment**

Upon booking or confirmation of a tour, the guest will receive an invoice for the deposit. This must be paid to Zillertal-reisen Oosterom GmbH within 14 days.

The remaining balance must be paid in cash to the guide at the start of the tour or transferred in advance to our bank account.

Guests will be informed in advance about any additional costs (e.g. lift passes, hut accommodation, transport costs, etc.). In the case of last-minute program changes, additional costs may arise that cannot be calculated in advance.

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### **Insurance**

All our guides are highly qualified (state-certified mountain and ski guides or hiking guides) and have comprehensive liability insurance.

However, participants are not insured through Zillertal-reisen Oosterom GmbH. We strongly recommend that all participants arrange their own health and/or accident insurance.

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## **Liability**

Zillertal-reisen Oosterom GmbH is not liable for disruptions caused by weather conditions, snow conditions, avalanche risk, lift closures, or other factors beyond our control.

We also accept no liability for the inherent risk of injury associated with the activities offered. By entering into the agreement, each guest acknowledges and accepts these risks and agrees to strictly follow all instructions given by the guides.

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## **Cancellation by the Guest**

In the event of cancellation by the guest, the following conditions apply:

- Up to 30 days before the tour: free of charge
- 30 to 14 days before the tour: 50% of the total price
- From 14 days before the tour: 100% of the total price

Deposits up to €150 may be retained to cover administrative costs or hut reservations. We recommend taking out travel cancellation insurance.

No refunds will be given in case of early termination or interruption of the tour by the guest.

For group bookings, the price for the remaining participants may change if one or more participants cancel.

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## **Participation Requirements**

Anyone may participate provided they are physically fit and capable of meeting the requirements of the activity. The guide has the right to exclude participants who clearly do not meet these requirements.

In such cases, the cancellation conditions as stated above apply. If a tour must be terminated due to one or more participants, no refunds will be issued to the group.

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## **Cancellation by the Organizer**

If the minimum number of participants is not reached, or due to circumstances such as dangerous weather conditions, safety risks, official restrictions, or force majeure, the organizer may cancel the tour.

If the guest is unable to accept an alternative offer, payments already made will be refunded (minus any services already rendered and administrative costs). Any further claims are excluded.

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### **Program Changes**

Our tours generally take place in all weather conditions. However, for safety reasons (e.g. weather, avalanche risk, or conditions), we reserve the right to modify the program.

Any additional costs resulting from such changes will be charged to the participant. No refunds will be made for reduced costs if changes are necessary due to insufficient fitness or performance of participants.

Tour descriptions and time estimates are indicative only and may vary depending on participants' fitness and ability.

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### **Minimum Number of Participants**

If the minimum number of participants is not reached, we reserve the right to cancel the tour or offer an alternative.

If the alternative is not accepted, deposits will be refunded. However, deposits up to €50 per person are non-refundable.

If the guest still wishes the tour to take place, the price may be adjusted accordingly.

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### **Liability (Additional)**

Zillertal-reisen Oosterom GmbH is not liable for services provided by third parties that are merely arranged on behalf of the guest. Liability for indirect damages or loss of profit is excluded.

We accept no liability for damage to personal equipment or clothing. Liability for slight negligence is excluded.

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### **Guarantee**

Mountaineering is an outdoor activity subject to natural conditions. Therefore, no guarantee can be given for outcomes such as reaching a summit.

The guide alone decides whether a tour can proceed or must be terminated in the interest of participant safety.

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### **Rental Equipment**

Loss or damage to rented equipment will be charged to the participant.

All equipment provided is regularly inspected. However, we cannot be held liable for accidents caused by defects that were not detectable.

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### **Photos**

Photos taken during tours may be used for promotional purposes. Image rights belong exclusively to Zillertal-reisen Oosterom GmbH and the respective photographers.

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**Organizer**

Zillertal-reisen Oosterom GmbH  
Harterstraße 16  
A-6265 Hart im Zillertal  
Austria

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**Applicable Law and Jurisdiction**

Austrian law applies. The place of jurisdiction is Zell am Ziller.

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**Offers and Prices**

No guarantee is given for offers and prices published online or in printed materials. Prices may change at any time and may vary from year to year.

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