



Nr. / Version	V01
Date	05.04.2026

General Terms & Conditions

1. Scope

1.1 These Terms & Conditions apply to all agreements regarding short-term accommodation services provided by **Evermore GmbH**, Mozartgasse 1, 8010 Graz, Austria (hereinafter "EVERMORE").

1.2 These Terms apply to bookings made directly (email, phone, website). For bookings via third-party platforms (e.g. Airbnb), the platform's terms apply in addition.

2. Conclusion of Contract

2.1 A booking becomes binding when:

- the guest confirms the booking, and
- explicitly accepts these Terms & Conditions.

2.2 EVERMORE reserves the right to decline booking requests without stating reasons.

3. Prices and Payment

3.1 All prices are in EUR and include applicable VAT unless stated otherwise.

3.2 The local tourism tax (Ortstaxe) is included in the total price unless stated otherwise and is collected on behalf of the municipality.

3.3 Payment terms:

- as agreed in booking confirmation
- EVERMORE may request advance payment or deposit

4. Cancellation Policy

Unless otherwise agreed:

- up to 30 days before arrival: free cancellation
- 30 to 7 days before arrival: 40% of total price
- 7 to 1 day before arrival: 70%
- day of arrival / no-show: 90–100%

EVERMORE reserves the right to apply alternative cancellation terms if agreed at booking.



5. Check-in and Check-out

Check-in and check-out times are as follows:

- Check-in: from 15:00 on arrival day.
- Check-out: latest 10:00 on arrival day.

Late check-out must be agreed in advance.

6. Use of the Property

6.1 The apartment may only be used by the number of guests agreed in the booking.

6.2 Subletting or transfer to third parties is not permitted.

6.3 Guests must comply with house rules provided.

7. Guest Obligations

Guests are obliged to:

- treat the property with care
- comply with local laws and regulations
- respect neighbors and quiet hours
- report damages immediately

8. Liability

8.1 Guests are liable for damages caused to the property.

8.2 EVERMORE is only liable for damages in cases of intent or gross negligence.

8.3 Liability for indirect damages or loss of profit is excluded.

9. Force Majeure

If the stay cannot be fulfilled due to circumstances beyond control (e.g. natural events, damage to property), EVERMORE may cancel the booking without liability. Payments already made will be refunded.

10. House Rules

The house rules form an integral part of the contract and must be observed.

11. Applicable Law and Jurisdiction

Austrian law applies.

Place of jurisdiction: Graz, Austria.



House Rules – Alpswell Apartment

1. General

We want you to have a wonderful stay at Alpswell. Please treat the apartment with care and respect, as if it were your own home.

2. Number of Guests

- Only the number of guests specified in the booking is allowed to stay overnight.
- Additional guests require prior approval.

3. Quiet Hours

- Quiet hours apply from **22:00 to 07:00**.
- Please be considerate of neighbours, especially in common areas and stairways.

4. No Parties or Events

- Parties, events, or large gatherings are **not permitted**.
- Excessive noise or disturbance may result in termination of the stay without refund.

5. Smoking

- Smoking is **not permitted inside the apartment**.
- If applicable, smoking is only allowed in designated outdoor areas.

6. Pets

- Pets are only allowed if explicitly agreed in advance.

7. Care of the Apartment

- Please keep the apartment clean and tidy.
- Shoes, especially ski boots, should not be worn inside living areas.
- Use designated storage areas for ski equipment if available.



8. Waste Disposal

- Please dispose of waste according to local recycling rules.
- Instructions for waste separation are provided in the apartment.

9. Damage and Liability

- Any damage must be reported immediately.
- Guests are liable for damages caused during their stay.

10. Keys and Access

- Lost keys or access devices must be reported immediately.
- Replacement costs may be charged.

11. Safety

- Please ensure windows and doors are closed when leaving the apartment.
- Follow all safety instructions provided.

12. Compliance with Laws

- Guests must comply with all applicable laws and regulations.

13. Departure Condition

- Please leave the apartment in a reasonable condition.
- Excessive cleaning effort may be charged.