

Booking terms and conditions for leisure events at Hapimag resorts

1. Contractual basis

- a) These General Terms and Conditions apply to all participants who sign up for leisure events in a Hapimag resort.
- b) As a general rule, Hapimag organises its own leisure events at the resorts.
- c) Where leisure events are arranged by third parties this is indicated in the offers. In such cases the contract conditions of the relevant organiser shall apply in addition to these general conditions.

2. Bookings and cancellations

2.1 Resort events can only be booked through the resort (by telephone, e-mail or in writing).

2.2 In the case of a cancellation initiated by the member, the member is charged the appropriate flat-rate compensation amount as follows:

21 – 4 days before the start of the rendering of the service: 50% of price

3 – 0 days before the start of the rendering of the service: 95% of the price

The member has the right to provide proof indicating that less damages were caused.

2.3 Where the cancellation conditions vary from those stated above, this will be indicated in the offer or in the confirmation of booking.

3. Change of service/minimum number of places available

3.1 Hapimag reserves the right to amend the offer in the event of force majeure or unforeseen and unavoidable circumstances.

3.2 If the specified minimum number of places has not been filled, Hapimag will cancel the offer three weeks before the stay is due to start at the latest and inform the participants accordingly.

4. Liability

The liability in the event of default is limited to the price of the services. No compensation will be provided for indirect losses.