

REMOTE HOME

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General Terms and Conditions & Terms of Use

remotehome.at – Hosts: Sarah Smigoc & Robert Supnig

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§1 Scope of Application

These terms and conditions apply to all bookings and stays in the furnished apartments offered by remotehome.at. By completing a booking, you agree to these terms and conditions.

§2 Booking & Conclusion of Contract

A rental agreement is concluded as soon as your payment or – in the case of longer stays – your deposit of 10% of the total amount has been received in our account. For bookings via remotehome.at, payment is made directly during the booking process via credit card or instant payment.

§3 Prices, Payment & Security Deposit

Our prices are dynamic and may vary depending on the season. The total price includes rent, operating costs, internet, electricity, heating, water, bed linen, and final cleaning. For stays exceeding one month, a security deposit of €1,000 must be paid. This will be refunded within 7 days after the proper handover of the apartment. Tourist Tax: €2.50 per person per night. For exceptions, please refer to the website.

§4 Cancellation & Refunds

For bookings up to 1 week: Free cancellation up to 72 hours before arrival. 50% refund up to 48 hours before check-in. Thereafter, only the tourist tax and, if applicable, the cleaning fee will be refunded.

No-Show: In the event of a no-show, only the tourist tax will be refunded.

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§5 Stay & Usage

Please treat the apartment and its furnishings with care. The following are prohibited: smoking, parties, pets (unless explicitly permitted), and overnight stays by additional persons. Any damage must be reported immediately. The apartment must be left in a reasonable condition.

§6 Check-in & Check-out

Check-in: from 3:00 PM (15:00)

Check-out: by 11:00 AM Key handover takes place either in person or via key box/Nuki.

§7 Liability & Force Majeure

remotehome.at is not liable for failures in internet, electricity, heating, or water supply, provided there is no gross negligence. No liability is accepted for personal belongings.

§8 Data Protection

Your personal data will be processed exclusively for booking purposes and passed on to third parties (e.g., tax consultants) in encrypted form.

§9 Communication

Email is considered a valid means of communication. Please ensure your contact details are kept up to date.

§10 Law & Jurisdiction

Austrian law shall apply. Place of jurisdiction: District Court Graz-Ost (Bezirksgericht Graz-Ost).