

## Procedure of group bookings:

- The request is made by phone, or email. The more details are being provided the more precise we can place an offer (number of participants, arrival and departure date, contact person with phone, email address and the name of the group).
- Graz Tourismus will send you an offer of two hotels together with an option date. This tells you until when you have to cancel or accept the offer.
- You will receive a reminder on the day your option is ending.
- Upon your confirmation you will receive a detailed booking confirmation containing a list of all services requested (hotel, guide, programmes etc). Please double check if everything is correct.
- When booking a programme please be aware that the prices are quoted upon your indicated number of participants. If the group size will be smaller the prices will be higher.
- If there are alterations after receiving your booking confirmation, we will charge a handling fee of € 3,00 per person or max. € 200,00.
- We need a detailed name and rooming list 2 weeks prior to the arrival of the group.
- 50% of the total costs are invoiced after sending the booking confirmation. The rest is due two weeks prior to the arrival of the group. Graz Tourismus will then send all necessary vouchers. Please be aware that we will only provide one invoice per group. If more invoices are needed we will charge a handling fee of € 5,00. Up until 3 days prior to arrival of the group minor changes in number of participants will be done free of charge (1-2 persons).
- In order to avoid cancellation fees we ask you to provide alterations in number of participants as soon as possible (please find terms of cancellation in the document „terms&conditions“).
- All rates are inclusive of taxes and fees.
- After a successful journey you are welcome to provide feedback. If you agree we are happy to post your feedback including pictures on our website. Therefore we will provide a form in order to receive.