



Terms and conditions of Hannoverhaus

1. Registration and Identification

a. Hut Book entry

All overnight guests have to sign the hut book on their arrival and eventually comply with further registration requirements. To make it easier to find injured or missed people, it is recommended to report the destination of the mountain tour and to report a telephone number in this book.

2. Claim for a sleeping place

a. Prior claim for a sleeping place

The following guest have priority for a sleeping place:

- Ill or injured people who cannot make it to the valley on their own or by transport;
- Members of rescue teams on duty.

b. Hygiene requirements

The use of a hut sleeping bag is obligatory in all sleeping places.

c. Booking conditions

1. A maximum of 90% of the overall sleeping places can be booked in advance. We kindly ask you to book your sleeping place in advance through our online booking system.
2. In case of a booking request for a sleeping place and the hut tenant's confirmation or approval for a near-term booking, an accommodation agreement comes into effect. Oral agreements and especially telephone calls are legally binding if no written form has been agreed.
3. If an individual or all sleeping places reserved by a guest according to point 1 are not used or cancelled, the following cancellation fees per sleeping place and night will be charged:

Attention: The arrival day at 18h00 is used as the calculation time for the change and cancellation period.

A cancellation from 3-5 days before the start of the stay: € 10 per person and night.

A cancellation from 1-2 days before the start of the stay: € 25 per person and night.

A No-show fee is € 40 per person and night.

4. The cancellation date is defined as the date on which the hut guardian receives a written or oral cancellation. A cost-free cancellation is possible if a guest can prove that the ascent to the hut or the journey to the point of departure was not possible due to major force (e.g. mudslide). The hut guardian has to be informed immediately!
5. All decisions regarding tours, mountains routes, weather and avalanche situation are in the responsibility of the guest. A liability of the hut tenant for damages of all kinds is excluded.



6. Should there be a lack of snow during the winter season, leading to its premature end, all reservations for the remainder of the winter season will be cancelled free of charge. This also applies if the snow conditions improve after the closure, but the lodge does not reopen.
7. A free cancellation is generally possible if it can be proven that access to the hut or travel to the starting point is impossible due to force majeure (e.g., mudslide). The hut operators must be informed immediately in the event of a cancellation!

3. Overnight tariffs

a. Current overnight fees for members and non-members during winter

The current overnight tariffs are – per night and person:

| Members | | Non-Members | |
|---------------|----------|-------------|-----------|
| 2-Person-Room | | | |
| Adults | € 25,-- | | € 37,-- |
| Junior | € 25,-- | | € 37,-- |
| Youth | € 13,-- | | € 25,-- |
| Child | € 6,5,-- | | € 18,5,-- |
| Shared room | | | |
| Adults | € 20,-- | | € 32,-- |
| Junior | € 20,-- | | € 32,-- |
| Youth | € 10,-- | | € 22,-- |
| Child | € 6,50 | | € 18,50 |

b. Current overnight fees for members and non-members during summer

The current overnight tariffs are – per night and person:

| Members | | Non-Members | |
|---------------|----------|-------------|-----------|
| 2-Person-Room | | | |
| Adults | € 32,-- | | € 44,-- |
| Junior | € 29,-- | | € 41,-- |
| Youth | € 13,-- | | € 25,-- |
| Child | € 6,5,-- | | € 18,5,-- |



Shared room

| | | |
|--------|---------|---------|
| Adults | € 29,-- | € 41,-- |
| Junior | € 20,-- | € 32,-- |
| Youth | € 10,-- | € 22,-- |
| Child | € 6,50 | € 18,50 |

b. Contribution to infrastructure

Self-supply is permitted to members and equally treated persons only, and only in special pre-defined self-supply areas. Self-supplying guests are charged € 2,50 (single-day visitors) or € 5,– (overnight visitors) for using the hut's infrastructure. Children and young people up to the age of 18 are exempt from paying the infrastructure contribution. In general, it is not allowed to bring your own alcoholic beverages.

c. Overcrowding

There is no price reduction in case of overbooking.

4. First aid kit

Sufficient first aid equipment is provided by the hut tenant and placed in the hut entrance room.

5. Behaviour in the hut and its surroundings

a. Considerate behaviour and waste disposal

Every guest has to show a respectful behaviour in the hut and its surroundings to not disturb other people. The hut and its surroundings are to be kept clean. In order to protect the mountain environment, all guests should take their own waste back down into the valley to discard it there.

b. Rest period

In general be silent in the hut from 11 pm to 6 am. Early birds still have to respect the night's rest.

c. Music and concerts

Playing music instruments is only allowed in agreement with the hut guardian. It is not allowed to charge entry fees for music presentations.

d. Radio, television and music devices

The use of radio, television and music devices is forbidden in common areas, sleeping areas and anywhere else in the hut. Listening to the weather and avalanche forecast as well as music devices with headphones outside night's rest hours form an exception. The hut team can pronounce exceptions for certain closed areas if an exception does not disturb guests in other rooms.

e. Smoking

Smoking is forbidden in the whole hut.

**f. Behaviour in the sleeping areas**

Cooking and eating in the sleeping areas is not allowed. Do not enter with mountain or ski boots. Handling with open flames (candle, gas stove and so on) is forbidden.

g. Behaviour in the case of space shortage

If there is space shortage in the guest rooms, reservation of seated places is not allowed. Please show consideration for waiting guests.

h. Bringing along pets

Pets are forbidden in all sleeping areas except a special room is declared open over night for mountain search or guide dogs (etc.). Accommodation for animals must be cleared in advance with the hut tenant.

Additional rules if pets are allowed:

- A cleaning charge of € 10 will be due.
- Pets have to enter the hut clean and dry.
- For hygienic reasons, pets are not allowed to enter beds or lie on the Alpine Club blankets.
- Pet owner have to bring along an appropriate pet blanket.

i. Damage

Guests bear the costs for all careless or deliberate damage to the hut and its establishment. Parents and persons accompanying children are responsible for them and their behaviour.

6. Supervision, complaints**a. House rules**

The hut teams implements domiciliary right.

b. Violation of the hut regulations

Anyone who does not respect the hut regulations can be asked to leave the hut.

c. Handling of complaints

Claims and complaints should be settled on the spot. If this is not possible send a complaint in written form to the hut team.