

Booking Terms & Conditions

Last updated: [01.05.2026]

These Booking Terms & Conditions govern all package holidays, travel arrangements, and related services provided by **Urlaub in der Sonne M.I.E.U.** ("we", "our", "us"). By confirming a booking, you acknowledge that you have read, understood, and accepted these terms.

1. Scope of Application

These Terms & Conditions apply to all package holidays and travel services arranged by Urlaub in der Sonne M.I.E.U. in accordance with applicable European and Austrian package travel regulations.

The traveler making a booking for themselves or on behalf of other travelers is considered the contracting party and accepts these terms on behalf of all travelers included in the booking.

2. Booking Process

A travel inquiry may be submitted through the online form on our website, by email, WhatsApp, or telephone.

Upon receipt of the inquiry, a representative of Urlaub in der Sonne M.I.E.U. will contact the client to arrange a complimentary consultation. The purpose of this consultation is to discuss the travel concept, understand the client's requirements, preferences, expectations, and budget, and determine the feasibility of the proposed itinerary.

2.1 Travel Design Fee

Following the initial consultation, the client may receive a preliminary, non-binding travel concept. To proceed with the development of a customized itinerary, a non-refundable Travel Design Fee equal to 5% of the estimated trip value is required.

The Travel Design Fee covers the time, expertise, research, supplier coordination, itinerary design, and planning services provided by Urlaub in der Sonne M.I.E.U.

Should the client proceed with the booking, the Travel Design Fee will be credited toward the final booking value.

The Travel Design Fee is non-refundable and remains payable regardless of whether the client proceeds with the booking or subsequently cancels the trip.

2.2 Booking Confirmation and Down Payment

Once the itinerary has been finalized and approved by the client, a down payment of 30% of the total travel price is required to confirm the booking of the travel services included in the itinerary.

A booking is considered confirmed only upon receipt of the required down payment and the issuance of a booking confirmation by Urlaub in der Sonne M.I.E.U.

2.3 Final Payment

The remaining balance must be received no later than 30 days prior to the departure date, unless otherwise specified in writing.

For bookings made within 30 days of departure, full payment may be required at the time of booking confirmation.

Special requests such as specific room locations, sea views, bedding preferences, or similar requests cannot be guaranteed unless expressly confirmed in writing.

3. Travel Information

Travelers are responsible for providing accurate and complete information during the booking process, including:

- Full names as shown in passports;
- Date of birth;
- Nationality;
- Contact information;
- Any medical conditions or mobility requirements relevant to the trip.

Urlaub in der Sonne M.I.E.U. cannot be held responsible for additional costs arising from incorrect or incomplete information provided by the traveler.

4. Passport, Visa & Health Requirements

Travelers are responsible for:

- Holding a valid passport;
- Obtaining any required visas;
- Meeting entry requirements;
- Complying with health regulations applicable to their destination.

We provide general information where possible; however, obtaining the necessary travel documentation remains the traveler's responsibility.

5. Flight Disruptions and Airline Responsibility

In the event of flight delays, cancellations, denied boarding, missed connections, schedule changes, or other airline-related disruptions, the operating airline remains responsible for its obligations under applicable passenger rights legislation, including Regulation (EC) No. 261/2004 where applicable.

Urlaub in der Sonne M.I.E.U. will make reasonable efforts to assist travelers in coordinating alternative arrangements and minimizing the impact of such disruptions. However, compensation, reimbursement, re-routing obligations, and other passenger rights remain the responsibility of the airline or other relevant transport provider.

Unless otherwise required by law or expressly included in the travel package, additional expenses resulting from flight disruptions, including meals, accommodation, transportation, missed activities, unused services, or other incidental costs, are not the responsibility of Urlaub in der Sonne M.I.E.U. and remain the responsibility of the traveler.

We strongly recommend that all travelers purchase comprehensive travel insurance covering flight disruptions, delays, cancellations, missed connections, medical emergencies, and other unforeseen travel events.

6. Travel Insurance

We strongly recommend that all travelers purchase comprehensive travel insurance covering:

- Trip cancellation;
- Trip interruption;
- Medical expenses abroad;
- Personal liability;
- Baggage loss or delay;
- Travel delays and disruptions.

Travel insurance should be arranged immediately after booking.

7. Travelers with Reduced Mobility

Travelers with reduced mobility or special medical requirements should inform us before booking.

We will assess whether the selected travel arrangements are suitable based on:

- Destination;
- Accommodation;
- Transportation;
- Activities included in the itinerary.

Certain services may be limited depending on local infrastructure and supplier capabilities.

8. Travel Documents

Travel documents, vouchers, tickets, and itinerary details will be provided before departure.

Travelers are responsible for checking all documents immediately upon receipt and reporting any inaccuracies without delay.

9. Transfer of Booking

A traveler may transfer their booking to another person provided that:

- The replacement traveler meets all travel requirements;
- We are notified at least **7 days before departure**;
- Any additional supplier charges are paid.

A minimum administration fee of **EUR 50.00 per person** applies, plus any additional supplier costs.

10. Price Changes

We reserve the right to adjust prices before departure in cases involving:

- Fuel cost increases;
- Government taxes or fees;
- Airport or port charges;
- Exchange rate fluctuations.

Any significant price increase will be communicated in accordance with applicable package travel regulations.

If a price increase exceeds the legal threshold under applicable law, travelers may be entitled to cancel their booking without penalty.

11. Changes to Travel Services

Minor changes may occasionally become necessary and do not entitle the traveler to cancel without charge.

Examples may include:

- Flight schedule adjustments;
- Changes to accommodation within the same category;
- Alterations to sightseeing schedules;
- Operational changes by suppliers.

Where significant changes become necessary, travelers will be informed promptly and offered appropriate alternatives where required by law.

12. Itinerary Changes

Travel itineraries may occasionally be affected by circumstances beyond our control, including:

- Weather conditions;
- Natural disasters;
- Government restrictions;
- Border closures;
- Transportation disruptions;
- Security concerns;
- Airline schedule changes.

Where possible, we will provide equivalent alternatives.

13. Traveler Responsibilities During Travel

Travelers are expected to:

- Follow local laws and regulations;
- Respect accommodation and transport rules;
- Follow instructions provided by guides, drivers, airlines, hotels, and local representatives;
- Behave in a manner that does not negatively affect other travelers.

Failure to comply may result in exclusion from parts of the trip without refund.

14. Reporting Problems During Travel

Any issue affecting the quality of the travel services must be reported immediately to:

- Our local representative; or
- Our emergency contact provided in the travel documents.

This allows us the opportunity to resolve the issue during the trip.

Failure to report problems promptly may affect a traveler's right to claim compensation later.

15. Cancellation by the Traveler

Travelers may cancel their booking at any time by providing written notice to Urlaub in der Sonne M.I.E.U.

The following cancellation fees apply per person and are calculated as a percentage of the total travel price:

Time Before Departure Cancellation Fee

Up to 90 days	35%
89–60 days	50%
59–30 days	70%
29 days or less	100%

The effective date of cancellation shall be the date on which the written cancellation notice is received by Urlaub in der Sonne M.I.E.U.

The non-refundable Travel Design Fee described in Section 2.1 remains payable in all circumstances and is separate from the cancellation fees set out above.

Travel insurance may cover cancellation costs, depending on the terms and conditions of the policy purchased. Travelers are strongly encouraged to obtain suitable travel insurance at the time of booking.

16. No-Show

Failure to arrive for departure or voluntarily choosing not to travel will be treated as a no-show.

In such cases, **100% of the travel price** is payable.

17. Cancellation by Urlaub in der Sonne M.I.E.U.

We reserve the right to cancel a trip before departure if:

- Unavoidable and extraordinary circumstances prevent operation;
- Minimum participant numbers are not reached (where applicable).

In such cases, travelers will receive a full refund of payments made but will not be entitled to additional compensation.

18. Liability

We are liable for the proper performance of travel services included in the package travel contract.

However, we are not liable for:

- Events caused by the traveler;
- Actions of unrelated third parties;
- Unavoidable and extraordinary circumstances;
- Services independently booked by the traveler during the trip.

Our liability may be limited where international transport conventions apply.

19. Personal Risk

Travel inherently involves certain risks and inconveniences, including but not limited to:

- Weather conditions;
- Cultural differences;
- Travel fatigue;
- Minor illnesses;
- Seasickness;
- Altitude-related effects.

Such risks are considered part of normal travel and do not constitute defects in the travel services.

20. Claims and Complaints

Travelers are encouraged to retain documentation, photographs, receipts, and other evidence relating to any complaint.

Claims should be submitted as soon as possible after returning from travel.

Warranty claims may generally be asserted within two years, and damage claims are subject to the applicable statutory limitation periods.

21. Communication

The email address provided during booking will be considered the primary contact address.

Travelers are responsible for informing us of any changes to their contact details.

22. Privacy

Personal data is processed solely for the purpose of arranging and operating travel services and in accordance with applicable data protection laws.

23. Contact Information

Urlaub in der Sonne M.I.E.U.

Website: <https://urlaubindersonne.com>

Email: info@urlaubindersonne.com

For booking inquiries, amendments, cancellations, or assistance during travel, please use the contact details provided on your booking confirmation and travel documents.

24. Acceptance of the Booking Terms & Conditions

By confirming a booking, paying the Travel Design Fee, paying a deposit, or making any other payment related to the travel services offered by Urlaub in der Sonne M.I.E.U., the client acknowledges that they have read, understood, and accepted these Booking Terms & Conditions.

These Booking Terms & Conditions form an integral part of every travel proposal, booking confirmation, invoice, and travel contract issued by Urlaub in der Sonne M.I.E.U.

