

Co-operation conditions

OTAs

At AlpenTravel, we combine our professional experiences and competencies with several different partners. To increase our visibility, accessibility, and occupancy rates, besides using our own website, we also integrate other sales channels into our business model. We collaborate with various Online Travel Agencies, such as booking.com and Expedia. By doing this we reach a much larger target group from the entire world.

In addition, we also use local and regional pages where our houses are shown.

Besides marketing our holiday homes on our website and through our various partners, we also regularly send out newsletters to people in our database. Furthermore, we also integrate social media into our communication and marketing, where we make sure to post regularly and run different campaigns with the goal to increase our visibility.

Our services

In addition to conveying your holiday home, our sales and service department also handles the following tasks:

- **Key delivery**

AlpenTravel handles key delivery and check-in/check-out at the destination. We register the guests and collect kurtax (the city tax), which we pass on to the local authorities.

- **Cleaning**

After each stay, we clean the apartment and check that it is ready for the next guests. The cleaning done after each stay is charged to the guest.

As an owner cleaning is not obligatory, you can choose to do it yourself or you can get AlpenTravel to do it (for a fee). Please let our staff know if you want us to do the cleaning.

- **Apartment check**

At the end of each stay, we check the apartment to see if there is anything, which needs to be fixed and whether or not the tableware is intact. We also make sure that repairs are made, and make sure to refill tableware if needed. Refilling of tableware and repairs are charged separately.

- **Settlement**

AlpenTravel is responsible for the collection of money for the booked accommodation, and we also handle the collection of fees in case of cancellation. We settle monthly with the owners. Here we also refer to the contract.

- **Customer service**

We are present in Austria and are of course available to assist our guests, so that they always experience a high level of service and a high standard. Our staff has an international background, and we speak the Nordic languages as well as English and German. We can help with occurring problems, as well as questions about restaurants, shops, ski lifts, tours, and experience packages.

- **Bed linen/towels**

Bed linen and towels are included in the rental price at AlpenTravel. We make sure that everything is ready in the holiday home by arrival.

As an owner, it is also possible to order bed linen and towels. Please let our staff know in advance.

- **Extra services**

We also offer all bookings to order a baby cot and a baby highchair. If wanted, we will prepare and have the items ready in the apartment upon arrival.

As an owner, it is also possible to order a baby cot and a baby highchair. Please let our staff know in advance.

Your advantages

- When being an owner of an AlpenTravel holiday home, AlpenTravel gives you access to an owner site, where you can always get an overview of the current rental situation of your holiday home. In this system, it is also possible to make your own bookings.
- We optimize the earnings of your holiday home.
- AlpenTravel assumes all communication and ensures that your holiday home is exposed globally.
- When entering into a contract with AlpenTravel, we will handle all practical and administrative work, and ensure the guest a high standard as well as high service.

Prices /Provision

We offer competitive commissions for the rental of your holiday home, and as previously described the fee covers:

- Key delivery
- Customer service
- Marketing costs for AlpenTravels different sales channels
- Marketing costs for campaigns
- Check of the apartment after each stay (ex-remedy)
- Cleaning and preparation of the apartment for new guests
- Settlement

When renting your apartment to friends and acquaintances (**owners rental**) 12% of the gross rent, is charged from the list price. By owner's rental, cleaning is mandatory and is charged to the guest by AlpenTravel.

As an owner, you always have the opportunity to book your own apartment in vacant periods, through the system (owners use). When making an owners use booking, AlpenTravel won't charge you any rental fee. Kurtax(city tax) is however obligatory.

AlpenTravel prepares rental prices once a year, which is approved by the owner/board of the owner association.

Owner settlement

Owner settlement is carried out once a month.

What do you get when you rent out your property through AlpenTravel?

- Competent all-round service
- Thorough and professional cleaning after each stay
- Repairing of any damages and ensuring that the responsible tenant pays for these costs
- Professional staff to handle all administrative work in connection with the rental of your apartment. This is done in a reliable and competent way, so that you do not have to worry about anything
- Professional staff who do their utmost to ensure high occupancy of your accommodation in periods, where you do not want to use your accommodation yourself.
- A company which brand their accommodation worldwide, in order to optimize the occupancy.