



Booking process

Please send booking request by email to: verkauf@asi.at

Our sales and booking team can also be reached by phone: +43 512 546 000 60
Office hours: Monday to Friday 9 a.m. until 6 p.m. local time(Vienna).

All bookings are on request only – as we need to check hotel availabilities – usually we can confirm within 24h.

After confirmation from our sales team – you will receive a confirmation letter (PDF) in German language (unfortunately) by mail.

You will also receive a specific booking or file number for each file.

Following Information are mandatory for any request/booking:

- > Travel code for the Innsbruck Trek (2ATINN002T)
- > Your agent number (will be provided by ASI)
- > Day of arrival
- > Room type (single/double)
- > If applicable: any extra nights before/after regular program (+ hotel category and room type)

- > Name of all clients according to their passport
- > Birthdate of all clients
- > Contact email of main client (we guaranty no commercial use)
- > Mobile number of main client (we guaranty no commercial use)
- > Emergency contact of main client

Cancellation policy, according to our terms & conditions

- > after confirmation and until 31st day before arrival: 25% of gross price

- > from day 30 before arrival: 40% of gross price
- > from day 24 before arrival: 50% of gross price
- > from day 17 before arrival: 60% of gross price
- > from day 10 before arrival: 80% of gross price
- > from day 03 before arrival: 90% of gross price



Accounting process

Please provide your agent and booking (also called: Vorgangsnummer) number in all communications and payments.

Commission is 20% (excluding pre-/post hotel accommodation)

After confirmation you will receive an invoice of the net amount (less 20% commission). Due date for each booking is 30 days before arrival of your clients. For lastminute booking less 30 days before arrival – immediate payment after confirmation.

Payments needs to be done in EURO and without bank service charge on our side – so we need to receive the full net amount mentioned in the invoice.

Please mention your agent number, the booking/file number in the money transfer

- > Recipient: Alpenschule Innsbruck GmbH
- > Bank name: BTV Bank für Tirol und Vorarlberg
- > IBAN/account: AT21 1600 0001 2012 0018
- > BIC/swift: BTVAAT22XXX

Travel documents

About 20 days before departure and after payment you will receive the travel documents (PDF) by mail.

The travel documents will contain all necessary information..

- > Arrival (how to get there) and departure
- > Hiking routes, description & maps, GPS tracks
- > Necessary equipment
- > Accommodation details
- > Local transports (if any)
- > Local & emergency contacts

Please forward the travel document to your clients.