



General information

Arrival / Departure

- The reference of your room from 14.00. Please let us know if you intend to arrive after 6pm
- Check out: We ask you to vacate your room on departure day by 09.30 am and leave the keys at the reception.

Deposit

- For fixed reservation we ask for a deposit of notified at booking amount by means of charge-free Euro transfer.
- To fix the booking, we ask you to transfer the amount within 10 days to our account mentioned below.
- [The Austrian Hotel Contract](#) regulations apply with receipt as agreed
- Deposits will not be refunded, except for early cancellation.

Bank details

- Sparkasse Imst, Kontonummer 0900-005802, BLZ: 20502
IBAN: AT55 2050 2009 0000 5802 -BIC: SPIMAT21XXX
- By foreign transfers of our Swiss guests fees originate at the rate of 10€ to 15€ of these costs carries the guest.

Visitors

- Receiving visitors in the rooms is not permitted
- Feel free to welcome your visitors at our lounge

Payment options at the hotel

- We ask you to pay the bill the night before departure if possible
- You can only pay in **cash**
- You are welcome to pay your booked service in advance by charge-free transfer.



Bakery service

- We are happy to provide you in the morning fresh bakery rolls which you simply can pick up at the breakfast buffet after ordering.
- Bread orders we accept until the previous day at 04:30 pm

Breakfast

- Sunday - Friday 8:00 to 10:00 / Saturday 07:30 to 09:00
- Apartment guests can reserve an additional breakfast the day before
- Take away food & beverages is not permitted.
- There is no refund for missed meals.

Opening times bar / lounge

- Sunday - Friday until 09:00 pm
- Between 5 and 7, we offer some hot and cold snacks
- Please make a reservation at the breakfast buffet - Thank you!

Animals/Pets

- Bringing pets is not allowed in our house

Information/Folders

- General Information and brochures are adapted at the reception
- For specific questions we are at your disposal

Internet

- Wi-Fi access to a data limit of 200MB is free of charge.
- Wi-Fi -Tickets are available at reception.
- When using the WLAN, etc. the provisions of the Privacy Policy as well as the child and youth protection is required
- Violations will be reported to the police

Parking

- During the stay in our hotel free parking spaces are available.
- Because of less parking bays we ask you to remove your car until 09:30 am on the departure day



Price

- All written out prices get on per person or per flat including the booked catering achievement as well as the use of the sauna area at the written out opening times plus tourism tax and susceptible final cleaning.
- The regional tourism delivery is calculated with 2. 60€ per person / night.
- People from an age of 14 years are taxable.

Smoking

- Smoking is strictly prohibited in the entire hotel

Valuables / Liability

- The hotel does not accept any liability for loss of valuables or for the parked vehicles
- In every room you will find a safe to stow valuables.

Sauna

- Sunday, Tuesday and Thursday from 5:00 pm to 8:00 pm
- An additional use of the sauna is available up from 4 persons, additional costs of € 12.00 per person will be charged

Ski and boot room

- The ski room door you can open with the E-Button until 11:00 pm
- Please do not go with ski and hiking boots as well as moonboots in the rooms or apartments – please leave them at the boot room

Terms of cancellation

If you cancel your holidays up to 12 weeks before the start we will return your advance payment minus an administrative fee of €30 per booking. If you cancel up to one month before the arranged arrival day, a fee of the amount of the room rate for three nights is due. If you cancel later than 1 month before the start of your holiday we charge the booked service. If you arrive late or leave earlier, irrespective of the reasons, the same regulation applies. Wellness appointments that are booked, yet not consumed are charged with 70% of the tariff.



Rooms

- The floor plans of the rooms are schematic, deviations therefore possible.
- Our rooms are equipped with parquet or carpeted.

Child reduction

- We grant no reduction for children, there have to be a reservation also for babys and young children.
- We would like to inform you that our rooms are only available for the mentioned number of persons
- If there will arrive more people (also babies !) than mentioned in the booking confirmation, we will cancel your reservation at the arrival.