



Welcome to AlpenParks Hotel & Apartment Sonnleiten!

Dear Guest,

To ensure your comfort and the well-being of all guests, we kindly ask you to take a moment to read the following house rules. These guidelines are based on Austrian hygiene and fire safety regulations, which are particularly strict, and are intended to ensure a safe, harmonious environment for everyone.

If you have any questions or concerns, our reception team will be happy to assist you.

House Rules AlpenParks Hotel & Apartment Sonnleiten

General Information

The house rules apply to all areas of the AlpenParks Hotel & Apartment Sonnleiten and form part of the general terms and conditions. Your accommodation contract is based on the Austrian Hotel Contract Conditions (version 2006) as well as the specific reservation, payment, and cancellation conditions of the property.

Liability & Safety

Guests are liable for any damage or gross contamination caused by them in the apartments or public areas. Costs must be settled on-site. In the case of group bookings, the booking person is jointly and severally liable. In the event of theft or malicious damage, a report will be filed.

The hotel assumes responsibility only within the limits of statutory liability and is not liable in cases of force majeure or circumstances beyond its control. No liability is accepted for loss or theft of items in rooms and/or public areas, or for damage on hotel premises, parking areas, or access roads.

The hotel is entitled to terminate accommodation contracts at any time and with immediate effect, even after check-in. This applies in particular if the guest or group of guests damages the hotel's reputation, safety, or image, is suspected of criminal activity, or harasses, repeatedly disturbs, or endangers other guests, residents, passers-by, or neighbors. Repeated violations of the provisions of these GTC or the house rules, damage,

contamination, or theft of hotel property, as well as misuse of rooms or other hotel areas for purposes other than agreed, entitle the hotel to terminate the contract immediately.

In such cases, the payment obligation remains and may include compensation for damages and payment for unused accommodation as per the cancellation policy. This also applies in cases of force majeure or other important reasons within the mutually agreed cancellation terms.

Please store cash and valuables in the room safe.

Quiet Hours

Please respect quiet hours from 10:00 PM to 7:00 AM for the comfort of all guests. Our staff is authorized to remind you. Always take your keycard with you when leaving the apartment.

Emergencies

Please observe the posted fire safety instructions. In case of emergency, call our hotel number – you will be automatically forwarded to our 24-hour emergency hotline. This is strictly for emergencies.

In medical emergencies, call 144 (ambulance) or 141 (on-call doctor). Further emergency numbers are available in the digital guest directory. Lost items should be reported to reception.

Kitchen & Fire Safety

Each apartment is equipped with smoke detectors for your safety.

Please be especially cautious while cooking to avoid triggering the smoke alarms (smoke or steam). In case of a false alarm, the fire brigade will arrive within 5–10 minutes and we will be required to charge you for the incident (up to €800!).

The use of grills (gas | charcoal or similar) is prohibited. Cooking on balconies or terraces is not permitted.

It is not allowed to boil or sterilize kitchen utensils on the stovetop.

Personal electrical appliances (except razors, hair dryers) may not be used. This applies in particular to kettles, immersion heaters, hot plates, irons, grills, etc.

Open flames and candles are strictly prohibited.

The entire building is equipped with an electronic access system.

Please understand that we cannot allow special rules for religious customs.

Sauna emergency calls are directly connected to reception – misuse is punishable.

We have 220 V electrical connections.

Smoking

Smoking is strictly prohibited in all indoor areas and the underground garage.

Ashtrays must not be used in rooms or bathrooms. In case of violation, we reserve the right to charge up to €1,000 for special cleaning and loss of rental income.

Waste Disposal

Austria is known as one of the cleanest countries in the world, thanks to a strict waste separation system. Please respect our rules and dispose of your waste accordingly in the waste room on the 4th floor.

The garage is not a waste disposal area and is under video surveillance. If you dispose of waste in the underground garage or other hotel areas, disposal costs may be charged!

Excessive waste disposal beyond the usual level may be charged separately. For the sake of the environment, we ask you to behave in an eco-friendly manner during your stay, especially regarding towels, water, and electricity use.

Public Areas

We kindly ask for respectful behavior and appropriate clothing in all public areas. Swimwear is only allowed in the pool area. The consumption of brought-in food and drinks in public areas is not allowed. Likewise, no food may be taken from the breakfast buffet. Please keep your mobile phones on silent mode.

External food delivery services are not allowed inside the building. Sports equipment (e.g. skis, boards, mountain bikes) may only be stored in designated areas (ski lockers | storage) and not in the apartment. Use the bike exit on the 1st floor for bicycles.

The underground garage is subject to Austrian road traffic regulations (StVO), and the hotel is not liable for any damages.

All public areas are under video surveillance. The recordings are used exclusively for security purposes. Guests are strictly prohibited from taking videos, films, or photographs without prior approval from management and the individuals concerned. This rule is in place to protect the privacy of our guests.

Payment & Cancellation

In group bookings, the booking person is responsible for all charges.

Partial cancellations of individuals are non-refundable.

No-shows will be fully charged.

Outstanding bills, arrangements, and additional charges must be paid upon departure. We cannot issue invoices for later payment.

Accepted payment methods: Visa, Mastercard, Maestro (with PIN), and cash in Euros. Please

ensure sufficient funds or limit on your card.

If departing before 08:00 AM, please settle the bill by 07:00 PM the evening before.

Deposit

A deposit of €300 is required for the apartment (credit card pre-authorization). It will be refunded upon proper handover and adherence to the rules.

Visitors

Overnight guests must be registered in advance and are subject to a surcharge. Unregistered guests will be charged afterward. You are welcome to meet your visitors, whether private or business, in common areas such as the lobby or the Troadkastn restaurant – not in the pool area.

Please make a table reservation at the restaurant or at reception.

Departure & Check-out

Please vacate your apartment by 10:00 AM.

The starter set and inventory are for use and consumption only and may not be taken with you. Stolen inventory will be charged to your credit card, and theft will be reported immediately.

Before departure, please check the safe and wardrobes and return your keycard to reception.

Please leave your apartment in the same condition as you found it. Dispose of waste in the waste room on level 4, wash and put away used dishes. Please start the dishwasher before leaving and take all food with you. The fridge must be emptied.

In case of heavy soiling, we reserve the right to charge extra cleaning costs. In such cases, the deposit may be withheld.

Reception & Arrival

Reception is open daily from 08:00 AM to 07:00 PM.

Check-in is possible from 03:00 PM. Please have your booking confirmation and photo ID ready. One underground parking space is included per apartment.

Please note that there is no night audit service outside regular reception hours. Should you forget or lose your keycard, you are welcome to contact our emergency hotline.

A service fee of €50 will be charged for a staff member to unlock the apartment during nighttime hours.

Parking

One underground parking space is included per apartment. Please use this exclusively. Additional spaces cost €10 per day.

The area in front of the hotel is reserved for arrival only and may not be used for long-term parking.

Pool Area

Swimwear is mandatory; toddlers must wear swim diapers.

Parents are always responsible for supervising their children – there is no lifeguard.

Please behave quietly and respectfully towards other guests. Food and drinks are not allowed in the pool area.

The posted Austrian pool and hygiene regulations must be followed.

Dogs

Dogs are welcome upon request (a fee applies).

Dogs are not allowed in the restaurant, pool, or garden areas. They must be house-trained and may not lie on beds or sofas.

Dog owners are liable for any damage or cleaning costs. Dog liability insurance is mandatory.

Please note that fireworks are common on New Year's Eve – do not leave sensitive dogs alone.

Dogs must be kept on a leash in the hotel and on the hotel grounds. Walking dogs in the hotel premises or garden is not permitted.

Late Check-out

Late departure is possible upon request and subject to availability for a fee. Late check-out will be charged.

Breakfast

Breakfast is served daily from 07:30 AM to 10:00 AM. A later serving is not possible.

Taking food to the apartment is not permitted.

Fresh bread rolls can be pre-ordered at reception and picked up at the bar in the morning.

Respect & Conduct

We kindly ask you to treat all staff members with respect and friendliness – regardless of gender or position.

Laundry Room

Washing machines and dryers are available for guests in the laundry room on level 1, accessible 24/7.

They operate with €2 coins. No detergent is needed – machines are connected to an automatic dosing system.

Please do not use dishwashing tablets or dish detergent from the apartments.

Note on the Use of AI

We partially use Artificial Intelligence (AI) to support the creation, editing, and optimization of content. All AI-generated content is carefully reviewed before publication. Nevertheless, no guarantee can be given for the completeness, accuracy, or error-freeness of such content.

We wish you a pleasant stay with us.

By making my deposit, I confirm that I accept the house rules | conditions as the basis of my reservation and will inform all members of my group accordingly.