



Welcome to Alpenparks Hotel & Apartment Sonnleiten!

Dear guest!

We hope you had a nice trip and wish you a pleasant stay at our hotel!

House rules: *The Austrian hygiene rules, open fire- and smoking- restrictions are very strict.*

Therefore, we would like to ask you to read the following regulations carefully to avoid controversies and misunderstandings. Don't hesitate to contact us if we can help.

We wish you a pleasant stay at the Alpenparks Hotel & Apartment Sonnleiten. Your Family Gerns and team.

In general

These house rules apply to the AlpenParks Hotel & Apartment Sonnleiten in Saalbach with all its premises. The house rules are part of the general terms and conditions. The accommodation contract was drawn up on the basis of the General Terms and Conditions for the Austrian Hotel Industry 2006 and the reservation, payment and cancellation regulations of the AlpenParks Hotel & Apartment Sonnleiten. In case of violations of the house rules: AlpenParks Hotel & Apartment Sonnleiten is entitled to cancel the accommodation contract immediately.

Liability

In case of damage or soiling the building or inventory, the damage needs to be compensated by the responsible person. Compensation payments needs to be paid immediately (in the case of groups – the organizer is responsible for the caused damage). Theft and deliberate damage will be reported at the police station immediately.

In case of ignoring one rule or even more, the host is allowed to terminate the accommodation contract any time. The guest is obligated to pay for the whole stay in total.

The hotel is not liable or only partially liable for the following:

- The observance of agreements, which occurred due to circumstances beyond the hotel's control.
- Loss/theft in the rooms and/or social premises, as well as for damages on the hotel area, parking lots and access roads.

The hotel is entitled to terminate accommodation contracts (even after occupation of the apartment) with immediate effect. In particular at violations by the guests against the regulations from these GTC or the house rules. This also applies if the guest uses the room or other rooms of the hotel for a purpose other than the agreed purpose. In these cases, the guest may be obligated to pay damages and payment for the accommodation, as well as the payment for accommodation which was not used yet, in accordance with the cancellation regulations.

Reception

Our reception is open daily from 8:00 a.m. to 7:00 p.m. and will be happy to assist you with any questions, services or concerns during this time.

Arrival

The apartment is available from 3.00 pm on the day of arrival.

Please prepare your travel documents (reservation, passport or ID proof) for check in.

The hotel services are included from 3.00 pm. Per reserved apartment, 1 parking space is available in our underground garage.

Public area

AlpenParks Hotel & Apartment Sonlleiten expects appropriate and respectful behaviour and dress with consideration for all other guests and employees of AlpenParks Hotel & Apartment Sonlleiten. Staying in swimwear in the public areas is not desired. The consumption of food and drinks brought in by the guests themselves is not permitted in the public areas. It is not permitted to take away food and drinks from the restaurant - especially from the breakfast buffet. Please use electronic devices without sound in the public areas. Delivery and delivery services are not allowed to enter the house and| or the apartment| room. Sports equipment (e.g. skis, boards, MTB bikes, etc.) may not be taken into the apartment|room, but must be deposited in the storages or ski lockers provided for this purpose. Bicycles of any kind are to be stored in the designated storages; the bike exit on the 1st floor is to be used.

The STVO applies in the underground car park. The hotel is not liable for any damage caused to the vehicle.

All public areas are under video surveillance, but the resulting footage is used exclusively for security purposes. Guests are strictly prohibited from taking video, film and photo recordings without the prior consent of the management and the persons concerned. This regulation has been implemented to protect the privacy of our guests.

Cleaning conditions

On your day of departure your apartment should be left under the same cleaning conditions as you find it on your day of arrival. The garbage disposal (bottles, boxes, cardboard, packaging material, etc.) is not included in the final cleaning and can be charged separately. Please remove the garbage in the **designated garbage room on the 4th floor**. Please place the cleaned kitchen utensils eg. pots, pans etc. back in the kitchen cupboards. Put the remaining dishes into the dishwasher and switch it on before departure. Please empty the refrigerator before leaving and take your food with you.

Waste disposal and kitchen cleaning on the day of departure are NOT included in the FINAL CLEANING!

Please understand that in the case of non-compliance or damage caused by you, we will retain part or all of the deposit to cover our expenses.

Smoking in indoor areas

Smoking in the rooms and all other indoor areas of the hotel is strictly prohibited.

It is also not allowed to store the ashtrays in the rooms, not even bathrooms.

In case of disregard, fees up to EUR 1.000,00 can be charged for extra cleaning time and loss of resale.

Pool area

Swimming is only allowed in bathing suites. Babies have to wear a nappy. Parents assume liability for their children. Please be considerate with regard to noise levels and behaviour towards other bathers. The hotel has NO duty of supervision in the pool area and towards unsupervised children.

Eating and drinking is not permitted in the pool area. The Austrian. Bathing and hygiene regulations according to the notice in the pool area (access).

Visitors

Welcoming visitors in your rooms overnight is only allowed with permission from the management and is of extra charge. In case of not announcing visitors will charge without any comment. Visitors, no matter if for private or business reasons, are very welcome in our public facilities (e.g. lobby) or the restaurant*, but not in the rooms.

**Please make a reservation by contacting our restaurant manager.*

Apartments|Rooms

For your safety, there are fire detectors in every room and every flat.

Sports equipment of any kind may not be taken into the rooms but should be kept in the rooms provided for this purpose (ski|bike cellar). **Please keep cash, securities and other valuables in the room safe.**

Kitchen

Please make sure that you do not set off a fire alarm while cooking (smoke or steam development). Should you set off a false alarm, the fire brigade will be on site within 5-10 minutes and we will have to charge you for the effort (**up to 600,- EUR!**).

The use of barbecues (gas | coal or similar) is prohibited. Cooking on the balconies or terraces is prohibited.

It is not allowed to boil or anneal the kitchen utensils on the cooker before use!

Electrical devices and inflammable items

It is not allowed to our guests to bring along and use electrical devices except for razors and hair dryers. This especially applies for water boilers, immersion heaters, flat irons, hot plates. (except the items in the kitchen)

Cooking, lighting candles or other inflammable items are forbidden as well.

We ask for your understanding that we cannot allow any special regulations concerning confessional customs. The sauna alarm is directly connected to the reception. Misuse is punishable by law. We have electricity connection with 220 V.

Check Out

On the day of departure, we kindly request you to leave your apartment by 10:00 am. Our reception hours operate from 08:00 a.m. to 07:00 p.m., if you want to leave earlier, we kindly ask you to settle the bill the night before. (We accept cash, EC, MASTER and VISA only). The first equipment and the inventory are provided for use and consumption only, but not to keep after check-out. Removed inventory will be charged to your credit card, Thievery will be reported to the police immediately.

At the end of your stay please make sure to empty the room safe for your documents and do a final room check for further personal belongings. Don't forget your hotel keycard!

Payment

Cancellation of individual persons: If individual persons of one reservation cancel, the entire stay will be charged. If individual travelers cancel on arrival, this is considered as a no-show. The cancellation invoice of the fellow traveler must be paid by the contractual partner (guest) on departure and cannot be forwarded. Cancellation of individual rooms for group reservations: The contractual partner (guest) is exclusively the contact who made the reservation or deposit. The cancellation invoice must be paid by the contractual partner (guest) before departure. Payment: Open invoices, arrangement and additional consumptions must be paid at departure.

We accept the following for paying the invoice: MASTER, VISA, MAESTRO (with PIN code) or CASH IN EURO. Please note any daily limits on your cards. Pre-checkout for early departures (before 8.00 am) need to pay the evening before until 7.00 pm.

Deposit

We keep a deposit of EUR 300,00 for the case something gets damaged or not treated right. If everything is fine you get your money back.

Late check out

A check out after 10.00 a.m. can only be made after consultation with the reception the day before and according to availability with an extra charge. A late check out will be charged.

Night rest

We wanted to remind that there is a night rest between 22:00 pm and 07:00 am. The night's rest must be observed for the benefit of all guests, both in the apartments/rooms and in the public areas. The responsible persons of the AlpenParks Hotel & Apartment Sonnleiten must be obeyed. We kindly ask you to take your keycard with you when you leave the hotel in the evening.

Emergency

Please read the fire prevention instructions posted in the rooms carefully and follow the regulations in case of emergency. In case of emergency, please call the hotel number, you will be redirected to our hotline. They will immediately contact someone from the hotel or give you the number. The hotline is for emergencies and does not accept beverages or service requests.

In case of medical emergencies, we recommend **calling 144 directly or the medical emergency service 141** other emergency numbers can be found in your guest folder in your room. We ask you to report found or lost objects to the reception.

Dogs

- only on request

EURO 20,00 per day and dog (without food).

We have to point out the following points:

The restaurant "Troadkastn" and the pool and garden area are reserved for our guests.

Dogs must be house-trained. Beds and couches in the apartment are a NOGO for the dog.

The dog owner is fully liable for damages and soiling, especially special cleaning caused by the dog, therefore a dog liability insurance is a prerequisite.

Transport by cable car and public transport is charged separately and is not included in the Summer Joker Card.

New Year's Eve in Saalbach is accompanied by fireworks.

Sensitive dogs must therefore not be left unattended in the flats on this night.

Also in the hotel the dogs must be kept on a leash.

Dogs are not allowed in the hotel garden as well as going for a walk on the hotels ground.

Parking

You get a free parking spot in the garage from the reception, please only use this spot. If you use more than this spot, this offense will be charged by a fee of EUR 10,00 per day. Please do not park in front of the house, this parking spots are reserved for the arrivals.

Respect

We want to remember our guests that female employees deserve the same respect and recognition as our male employees

Breakfast

07:30 am – 10:00 am

Please come to breakfast between 07:30 am and 10:00 am. We cannot serve breakfast beyond this period.

It is not allowed to bring the breakfast into the apartment. You are able to order some bread for your breakfast.

You can pick up the bread in the bar during the breakfast time.

Laundry Room:

We provide washing machines and a tumbler for our guests in our house. These are located on level 1.

The laundry room is open 24 hours for your convenience and is accessible with only 1x EUR 2, - per wash setting.

Please refrain from using dishwashing tablets from the apartments for the washing machines in the laundry room. We provide detergent for your convenience.

I confirm that I have read these house rules & information and explained them to my group.

Name

Signature

Date