

# HOTEL INFORMATION



## **Arrival/Departure**

Check in: from 2:00 pm

Check out: by 10:00 am

On the day of your departure, please vacate your room and parking space by 10:00 am at the latest. If you plan to arrive later than 6:00 pm, please notify us by telephone or in writing.

## **Parking**

Free parking spaces are available right next to the hotel. Free parking is also available in a public parking garage, subject to availability. (One parking space per room)

## **No smoking**

Please do not smoke in your room or in common areas of the hotel. Our future guests will appreciate your consideration. You are welcome to smoke on the balcony.

## **Pets**

Unfortunately we do not accept pets at the hotel. Thank you for your understanding.

## **Hotel Reservations/Payment**

To confirm your reservation, we will require a deposit of 40% of the total charge.

## **Payment methods**

We accept payment in cash or by EC cards, Mastercard and Visa.

## **Banking details**

Raiffeisenbank Ischgl

Jehle Daniela

IBAN: AT43 3624 8000 0003 2292

BIC: RZTIAT22248

No charges apply to the payee

## **Discount for children**

Discount for children sharing a room with parents:

0-2 yrs €20/day

3-10 yrs 50%

11-15 yrs 40 %

from 16 yrs 25 %

No local taxes apply to children up to 15 years of age.

## **Short stays**

A surcharge may apply for short stays.

## **Cancellations**

Notice of cancellation must be supplied in writing via email.

### **Cancellations - Winter Season**

- Up to three months before arrival: free cancellation
- Three months to one month before arrival: 40% of the total charge
- One month to two weeks before arrival: 70% of the total charge
- From two weeks before arrival: 90% of the total charge

### **Cancellations - Summer Season**

- Up to 7 days before arrival: free cancellation
- From 7 days before arrival: 90 % of the total charge

**If your visit to Ischgl is prevented by travel warnings issued by the authorities in your home country or as a result of a lockdown, or if Ischgl is classified as a high-risk area by the authorities in your home country, no cancellation charges will apply. In this event, we can refund your deposit or apply a credit for an equivalent stay at another date or during the following season.**

To avoid any unpleasant situations arising from possible cancellations, we recommend you obtain travel cancellation insurance: <http://start.europaeische.at/hsp?AGN=10023102>  
In the event of delayed arrival or early departure, the entire room charge as per the booking will be invoiced, without any discount.

If fewer than the booked number of people should arrive, the full room price as agreed at the time of booking will be charged.

When you book an all-inclusive seven-day stay, no refund will be offered in the event of delayed arrival or early departure.

Court of jurisdiction: Landeck/Tyrol. Alterations and printing errors reserved.

***GTC: In addition to the guidelines described in this document, the Austrian Hotel Regulations (ÖHVB) apply.***

## **Travel cancellation insurance**

We recommend that you arrange for travel cancellation insurance before making your booking. You can find more details at [www.europaeische.at](http://www.europaeische.at). You can also find a link on our homepage and our written booking forms.

**Price variations, printing and other errors and changes to offers are reserved.**