

# 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. Please state your first and last name when making a down payment. (free of charge for the recipient within 14 days after booking).

## **Payment methods**

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

## **Banking details**

Raiffeisenbank Arlberg Silvretta

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**

- 3 months until 1 month before arrival: 40% of the total booking amount
- 1 month to 2 weeks before arrival: 70% of the total booking amount
- from 2 weeks before arrival: 90% of the total booking amount

### **Cancellations - Summer Season**

- Up to 14 days before arrival: free cancellation
- From 14 days before arrival: 90 % of the total charge

Covid infections before or during the stay are not part of a free cancellation or postponement and the regular cancellation policy applies. We recommend that you take out travel cancellation insurance:

<http://start.europaeische.at/hsp?AGN=10023102>

The above cancellation policies apply to direct bookings via the hotel, our website or [www.ischgl.com](http://www.ischgl.com). For all other online booking channels, the respective cancellation conditions specified at the time of booking apply.

No discount is granted for included services that are not used, such as breakfast that is not consumed. No refunds are given for bookings of packages.

***Apart from the above-mentioned guidelines, the General Terms and Conditions for the Hotel Industry (AGBH) apply***

## **Travel cancellation insurance**

We recommend that you take out travel cancellation insurance before making a reservation. All necessary details can be found at the following link: [www.europaeische.at](http://www.europaeische.at).

In addition, you will also find a link on our homepage and the written reservation confirmation.

**Misprints, changes and errors excepted. Place of jurisdiction Landeck/Tyrol.**