



Dear guests,

Welcome to our hotel! We are delighted to have you as our esteemed guests and want to ensure that your stay is as pleasant as possible. To ensure that all guests can enjoy a relaxed and unforgettable time with us, we have compiled the following rules.

### Table of Contents

1. House rules .....	2
2. Skidepot usage agreement .....	5
3. SPA regulations .....	8
4. Indoor pool „Alpenquell“ .....	11
5. General Terms and Conditions (GTC).....	14

By staying in our house, you enter into a usage agreement with the operator (Alpenroyal GmbH) and thereby acknowledge the following regulations, conditions, and rules as part of the contract. Our General Terms and Conditions (GTC) apply.

We are confident that your adherence to these guidelines will contribute to ensuring that each guest can fully enjoy their stay with us. Should you have any questions or concerns regarding the house rules, please do not hesitate to contact our reception. Thank you for your cooperation!

Wishing you a delightful stay at our hotel.  
Warm regards,  
The Geiger Family

## House rules

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By staying in our house, you enter into a usage agreement with the operator (Alpenroyal GmbH) and thereby acknowledge the following regulations of the house rules as part of the contract.

### § 1 General

- Your booked accommodation will be available to you from 4:00 PM on the day of arrival.
- We kindly ask you to remove dirty street shoes or hiking boots in the designated area to preserve the furnishings of the house. You are welcome to bring your own slippers.
- Various **storage** options are provided for your sports equipment, shoes, and strollers. Storage in your room or apartment is not allowed.
- Ski waxing, snowboard and sled maintenance, as well as bicycle repairs are only allowed in the hotel workshop. Tools are available at the reception.
- If you are expecting visitors, please inform the reception.
- The **number of people** specified in the rental agreement must not be exceeded. The transfer of the accommodation to third parties is not allowed.
- External guests do not have access to the SPA or indoor pool area.
- We kindly request friendly and **respectful** behaviour towards our staff and other guests.
- Billing for additional services should be settled the night before (e.g., bread service). Please inquire about the accepted payment methods in a timely manner.
- In addition to the house rules, our general terms and conditions apply.
- On the day of departure, the accommodation and parking space must be vacated by 9:00 AM at the latest.
- Please note that the landlord is entitled to enter the rented accommodation when necessary.

### § 2 Key

- You will receive room cards or keys for your accommodation during your stay, providing access to the garage (only Alpenroyal) and the main entrance of our property.
- The tenant is liable for the keys/cards taken over and their misuse. Please do not hand over your key cards, keys, and ski depot cards to others.

### § 3 Quiet Hours

- In consideration of good neighbourly relations, we kindly ask you to observe the periods of silence.
- According to our local regulations, quiet hours begin at 10:00 PM.
- Parties and events are not allowed.
- Please **lower the volume** of your television or audio devices to a level appropriate for individual room enjoyment.

### § 4 Room/Apartment

- Upon receipt of the key, we kindly request **your careful inspection** of the residence. Should any items be found missing (towels, cribs or highchairs for children, dishes as per the inventory list, etc.), please bring it to our attention promptly.
- Should you require assistance in operating appliances or furnishings, please feel free to reach out to us with confidence.
- All items within or associated with the accommodation are meant for guest use and enjoyment. We ask that you handle these items with care. If any damage does occur, kindly notify us promptly.
- The tenant is expected to treat the rental property with care and ensure that fellow travellers adhere to the house rules.

- **Furniture** from the interior should **not be taken outdoors** or rearranged within the apartment/room. Furniture from both the interior and exterior, as well as kitchen inventory, should not be transported to other apartments/rooms and left there. We appreciate your understanding that an additional fee will be charged for any extra effort.
- The tenant is liable for any damages or impairments to the rented spaces, items, and equipment beyond the normal wear and tear resulting from proper use.
- Please refrain from disposing of waste, food remnants, harmful liquids, or similar items in toilets, sinks, or showers. Avoid anything that could lead to blockages in the plumbing.
- Store valuables in the safe and always lock your rooms. Unfortunately, we cannot assume responsibility for any loss or damage. The landlord is not liable for the tenant's valuables.
- The final cleaning (apartments) will be conducted by the landlord. Please refer to the reservation confirmation for the final cleaning fee.
- We kindly ask you to leave the house in a **swept-clean** condition upon departure and to neatly return used dishes to the cabinets. Cleaning equipment are available on-site. Please leave the interior of the microwave and refrigerator in a clean condition.
- Please place dishes, pots, and cutlery in the cabinets only when clean and dry.
- Never place hot pots and other heated items on tables or countertops without coasters.
- Always use a cutting board when slicing.

## § 5 Temperature

- Kindly keep windows and doors closed to ensure the optimal functioning of the heating system.
- **Alpenroyal**: Please be aware that **underfloor heating** systems have a slow response and require approximately 6-10 hours for a temperature adjustment. Consequently, we recommend brief and strategic ventilation during cooler temperatures.
- Ventilation is deemed unnecessary in the Alpenroyal Lodge and Living due to the **passive ventilation system** in place.

## § 6 Waste disposal (Apartment guests)

- Waste should be disposed of in the designated containers in the waste room. Please observe meticulous waste separation according to the categories of **general waste, plastic, glass, metal, paper, and organic waste**.
- Diapers, **wet wipes**, and hygiene products are to be disposed of exclusively in the general waste.

## § 7 Fire Safety

- **Smoking** is strictly **prohibited** throughout the entire hotel.
- Placing shoes or strollers in the hallways is prohibited for fire safety reasons. Any items left in these areas will be promptly removed by our staff.
- Handling open flames is strictly forbidden.
- The **range hood** must be activated while cooking.
- In the event of a fire alarm caused by significant smoke or steam development, the individual responsible will be billed 500 € for the fire department alert costs. Our fire alarm system indicates the specific location of the incident.

## § 8 Parking

- Each accommodation is allocated one (1) **parking space**.
- Please park carefully and within the designated markings. This facilitates smooth entry and exit for both you and other guests, preventing any parking-related damages. Please note that we do not assume liability for any damages to vehicles.

- Your parking space is available from 4:00 PM on your day of arrival until 9:00 AM on your day of departure.
- Staying longer: subject to agreement and availability. € 8 per car - at the outskirts of the village.
- Trailers are considered separate vehicles.
- Motorcycles are considered as one (1) vehicle when they share one (1) parking space.

#### Belmont

- Our parking spaces are 2.2 meters wide and 5.2 meters long. Vehicles that do not fit these dimensions must be parked at our alternate parking lot located 800 meters away.
- Second parking space: Due to limited space availability, a second parking space (parking one behind the other) cannot be guaranteed or reserved in advance.

#### Albarella

- Our parking spaces are 2.5 meters wide and 5.0 meters long. Vehicles that do not fit these dimensions must be parked at our alternate parking lot located 500 meters away.
- Starting from Winter 2026/27: Partially garage parking spaces at the education center next to the hotel. Entrance height 2.1 meters.
- Second parking space: Due to limited space availability, a second parking space (parking one behind the other) cannot be guaranteed or reserved in advance. Double parking spaces are only 2.10 meters wide.

#### Alpenroyal

- **Special regulation valid for Summer 2024:** Parking at Alpenroyal subject to availability. No pre-booking possible. Guaranteed parking spaces located 500 meters from the hotel.
- Our parking spaces are 2.5 meters wide and 5.0 meters long. Garage entrance height: 2.3 meters | Carport entrance height: 2.45 meters. Vehicles that do not fit these dimensions must be parked at our alternate parking lot located 500 meters away.
- Second parking space:
  - Alpenroyal **Hotel & Lodge:** A second parking space (parking one behind the other) at the hotel can be booked on-site subject to availability for €10/day. As a free alternative, we offer parking spaces located 500 meters from the hotel.
  - Alpenroyal **Living:** The garage has a limited number of double parking spaces (stacked) that you can rent for €10/day. Reservation required at the time of booking. Entrance height for the lower car: 1.80 meters. The lower car can only be parked and retrieved when the upper parking space is empty.

### § 9 Dogs

- The presence of animals of any kind is **not permitted** in the Alpenroyal Lodge and Alpenroyal Living. However, dogs are **allowed** in the Hotel Belmont, Albarella, and the main building of Hotel Alpenroyal.
- If you forgot to indicate the presence of your dog during the reservation, please inform the reception. Your dog will be assigned to a specific accommodation.
- Other accommodations are off-limits to dogs. Violation of this policy will result in a cleaning fee of € 100 per accommodation.

## Skidepot usage agreement

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By staying in our establishment and utilizing the ski depot, you enter into a ski depot usage agreement with the accommodation provider (Alpenroyal GmbH) and thereby acknowledge the following regulations of the terms of use and special provisions as part of the agreement.

### § 1 Terms of use skidepot

#### 1.1 Definition: "day of arrival", "day of departure"

The day of arrival is the day on which you arrive according to the confirmation of reservation.

The day of departure is the day on which you leave according to the confirmation of reservation.

#### 1.2 Definition: "Week of residence"

Example reservation from Saturday to Saturday: By a week of residence, we understand the period from Saturday 10.00 am to the following Friday 6.00 pm.

#### 1.3 Definition: "Period of use"

The period of use starts on the day of your arrival at 10.00 am and ends on the day before your departure at 6.00 pm.

#### 1.4 Period of use extensions

An extension of the period of use is only possible upon agreement and for an extra fee.

#### 1.5 Deposit

A deposit per key card will be retained. This will be returned to you upon return of an undamaged key.

#### 1.6 Definition: "storage unit", "storage space", "ski locker", "skidepot"

##### 1.6.1 Definition of storage space (from 4 years see 1.7)

- 1 pair of skis
- 1 pair of ski boots

##### 1.6.2 Storage spaces skidepot Edelweiß, Frommes, Schönjoch

One (1) ski depot here offers space for two (2) storage spaces for adults and one (1) storage space for children (from 4 years see 1.7), i.e.:

- 2 pairs of skis
- 2 pairs of ski boots
- 1 pair of children's skis
- 1 pair of children's ski boots
- 2 helmets

There is no possibility to save the ski depot on the ski pass. Single occupancy of ski depots only against surcharge.

##### 1.6.3 Storage spaces ski depot Intersport Pregenzler - only Alpenroyal, Lodge, Living

The number of storage spaces per ski depot can be two (2) or one (1).

It is possible to save the ski depot on the ski pass. Single occupancy of double ski boxes only against surcharge.

#### 1.7 Storage space entitlement

Only people with a valid ski pass from the Serfaus-Fiss-Ladis ski area are entitled to the ski storage spaces available per room or apartment. At the express request of the guest and with written confirmation from the accommodation provider, a reservation of additional storage spaces is possible for a fee. The normal tariff applies.

- 1.8 Late arrival  
In case of a late arrival you will receive the key for the ski storage on the following day during check-in. The first day of use is nevertheless the day of arrival stated in the confirmation of reservation.
- 1.9 Non-utilization  
No discount is granted for days not used. If you arrive later or depart earlier, the period of use does not change.
- 1.10 Transferability  
Ski storage is not transferable to guests from other apartments or hotels. An entitlement forfeited by paragraph 1.7 may not be transferred to another person.
- 1.11 Breach of agreement  
In case of breach of contract, we reserve the right to empty the locker, block the cards issued and retain the deposit.

## § 2 Special provisions for the Hotel Albarella

- 2.1 The Guest may pay the final invoice either in cash or by online bank transfer (in advance). The Proprietor shall not accept EC or credit cards.
- 2.2 In winter, the accommodation provider shall provide the guest with a free ski depot at the cable car. (see 1 Terms of use). The maximum number of ski depots depends on the apartment category booked by the guest as follows:
- 2.2.1 Maximum number of ski depots by category and person from 4 years old (see 1.7)

Apartment category	Ski locker(s) per apartment
3-Room	Maximum 2 ski depots, but max. 1 storage space per person. <sup>1.7</sup>
2-Room	Maximum 2 ski depots, but max. 1 storage space per person. <sup>1.7</sup>
1-Room	Maximum 1 ski depot, but max. 1 storage space per person. <sup>1.7</sup>

## § 3 Special provisions for the Hotel Belmont

- 21.1 In winter, the accommodation provider offers the guest a free ski storage room in the hotel. It is possible to rent a ski depot at the cable car (see **Fehler! Verweisquelle konnte nicht gefunden werden.** Terms of use) for a fee.
- 21.1 We offer limited ski storages at the cable car for our Hotel Belmont guests, written pre-reservation permitted.

## § 4 Special provisions for the Hotel Alpenroyal & Alpenroyal Lodge

- 4.1 Ski In winter, the Proprietor shall provide the Guest with a free ski depot at the cable car at our partner Intersport Pregonzer. The maximum number of ski depots depends on the apartment category booked by the guest as follows:
- 4.1.1 Apartment: Maximum number of ski depots by category and person from 4 years old (see 1.7)

Apartment category	Max. amount of ski depots/storage space per apartment
4-room	Maximum 3 ski depots, but max. 1 storage space per person. <sup>1.7</sup>
3-room	Maximum 3 ski depots, but max. 1 storage space per person. <sup>1.7</sup>

Apartment Perle	Maximum 2 ski depots, but max. 1 storage space per person. <sup>1.7</sup>
2-room	Maximum 2 ski depots, but max. 1 storage space per person. <sup>1.7</sup>

4.1.2 Room: Maximum number of ski depots by category and person from 4 years old (see 1.7)

Room category	Max. amount of ski depots/storage space per room
A, B, C, Alpinzimmer	1 storage space per person. Fehler! Verweisquelle konnte nicht gefunden werden.

- 4.2 So-called upgrades from our partner Intersport to the Ski Depot Edelweiss are not possible at the request of the guest.
- 4.3 The Proprietor reserves the right to offer an upgrade subject to availability. The upgrade shall only be granted for the apartment or room designated by the Proprietor within the limits of the maximum number of storage spaces. Additional apartments and rooms booked by the Guest at the time of booking or thereafter are excluded from upgrades.
- 4.4 Double occupancy: Should your number of persons result in a ski depot with only one (1) occupied storage space, this free space will be sublet to other guests.
- 4.5 Single occupancy is only possible at an additional charge.
- 4.6 The entire ski depot area is under video surveillance.

## SPA regulations

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Dear guests!

We created our SPA areas for your relaxation and health. Please understand that compliance with the following provisions to meet official regulations for safety, hygiene and especially for the well-being is absolutely necessary. By staying in our house and using the SPA area, you conclude a SPA visit contract with the SPA operator (Alpenroyal GmbH) and thereby accept the following regulations of the sauna rules as part of the contract.

### § 1 Guests

- Persons with open wounds, skin diseases or contagious diseases (e.g. flu), epileptics, persons with sensitivity disorders (e.g. disturbed sensation of warmth due to pregnancy, medication), weakened immune system, acute febrile diseases, acute inflammations, inflammations of internal organs or blood vessels, heart diseases and -weakness, blood pressure disorders.
- The following applies to the infrared cabin: people with scars on the back, blood coagulation disorders and thromboses as well as severe diabetes mellitus, thyrotoxic crises, terminal renal insufficiency and hemolytic anemias are excluded from use.
- Drunks as well as people who have been banned from using the sauna by the supervisory staff are not allowed to use the sauna facility.
- In case of doubt, it is recommended to consult the family doctor whether the use of the sauna is permitted.

#### 1.1 SPA at Belmont, Albarella & AlpenSPA (Alpenroyal)

For the SPA area at Hotel Albarella, Belmont, as well as the AlpenSPA at Hotel Alpenroyal the following applies:

- The entire wellness area is a textile-free zone.
- Children and teenagers are allowed to enter the wellness area only from the age of 15.

#### 1.2 Family sauna at AlpenQuell (Indoor pool area, access only for Alpenroyal & Lodge guests)

- The family sauna is a textile sauna.
- Children and teenagers under 15 years of age, minors, people of unsound mind, etc., may use the sauna only when accompanied by an authorized supervisor.
- **Minimum age for children (family sauna): 4 years<sup>1</sup>.** They must also be able to clearly communicate that they want to leave the sauna. The authorized supervisor is obliged to comply with this request immediately. Children must be potty-trained.
- We recommend one authorized supervisor per child, so that the child receives full attention and they can act on the first signs of discomfort.
- To find out the recommended length of time your children should stay in the sauna, please contact your pediatrician/family doctor. This can vary greatly depending on the child and age.

### § 2 SPA Opening hours

- Guests are allowed to visit the SPA during the opening hours as posted on site or announced by the supervisory staff.
- The hotel reserves the right to deny access without giving reasons to persons whose admission to the bath appears questionable.

### § 3 Access

- Unless expressly stated otherwise, access to the SPA area is allowed only to the guests of the hotel.

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<sup>1</sup> Recommendation of the Professional Association of Pediatricians and Adolescent Doctors (BVKJ).



- The SPA and indoor pool area at the Hotel Alpenroyal is exclusively for guests of the Hotel Alpenroyal, Lodge and Living. Guests of the Hotel Belmont and Apart Hotel Albarella are excluded from this service.

### 3.1 Special regulation Hotel Alpenroyal:

- The use of the AlpenSPA and AlpenQuell is only allowed for hotel guests with a valid room card.

## § 4 Valuables, loss of objects

- Valuables are to be locked in the room safe. No liability is assumed for valuables brought into the SPA area. Found objects are to be handed over to the supervisory staff.

## § 5 Behaviour in the SPA facility

### 5.1 Hygiene & Safety

- Animals are not permitted.
- The general ban on smoking applies § 13 Abs. 1 Tobacco and Non-Smoking Law (TNRSG).
- The facilities are to be treated with care. Damage and soiling are to be refrained from. The costs of any necessary repair of damage or removal of grime are to be reimbursed. If damage or soiling has been caused - even if unintentionally - please inform the staff.
- Guests are required to maintain utmost cleanliness throughout the SPA facility.
- The barefoot area may not be entered with street shoes.
- Shaving, hair coloring, manicure and pedicure are not allowed in the whole facility for hygienic reasons.
- The emergency switch in the sauna may only be used in case of an emergency. In case of misuse, a sauna ban can be imposed.

### 5.2 Consideration

- Every guest is obliged to be considerate of the other guests, especially regarding noise. Therefore, everything that harasses or even endangers other guests is to be refrained from.
- Reserving loungers with towels or other objects for longer periods (60 minutes) is not permitted. Each sauna guest may occupy a maximum of one seat or lounger. If necessary, these items may be removed by the staff and the lounger released for other guests.
- Photographing and filming people without their express consent is prohibited.

### 5.3 Food and Beverages

- Drinks from the tea bar may only be consumed in the tea bar area.
- Waste must be placed in the provided waste containers.
- Beverages may only be consumed in plastic containers or other shatter proof materials.
- Bringing food is not allowed.
- Bringing soft drinks and alcoholic beverages is prohibited.

## § 6 Guidelines for sauna use

- Before your first sauna session, please use the shower facilities to clean your body and only enter the sauna chamber after drying off. Always use a sufficiently large and dry seat or lounger towel as a base in the sauna.
- The sauna is entered without bathing shoes.
- Infusions are performed by the staff or by people authorized to do so. During the infusion we ask for silence. The sauna is an alternating bath. Therefore, after the sauna, shower to cool down.
- Observe the instruction plates.

## § 7 Guidelines for steam bath use

- Before the first steam bath session, please use the shower facilities to clean your body and enter the steam bath dried off.
- The towel is not taken into the steam bath but is ready outside.
- Bathing shoes are allowed in the steam bath.
- Use the hose to rinse your seat before and after use.
- The steam bath is an alternating bath. Therefore, use the available cooling option (shower) afterwards.
- Observe the instruction plates.

## § 8 Richtlinien für die Infrarotkabinenbenützung (Hotel Alpenroyal)

- Follow the instructions given over the loudspeakers when the booth is switched on, as well as the instruction panels.
- Remove jewelry and metal objects beforehand.
- The use is without clothes, naked and dry skin
- Enter without bathing shoes.

## § 9 Supervisory staff

- Please understand that the supervisory staff must take measures to comply with official regulations and in the interest of safety, hygiene, and well-being of the guests or to prevent damage. The instructions of the supervisory staff must therefore be followed in any case.
- The supervisory staff is authorized to issue warnings or SPA bans in case of violation of the sauna rules. In this case, there is no right to a reduction in the price of the overnight stay.

## Indoor pool „Alpenquell“

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Guests of the Hotel Alpenroyal & Lodge also conclude an indoor swimming pool contract with the indoor swimming pool operator (Alpenroyal GmbH) and thereby accept the following regulations of the bathing rules as part of the contract. **Access exclusive for guests of Hotel Alpenroyal, Lodge and Living.**

### § 10 Obligations of the hotel

#### 10.1 Granting the use of the facilities, assumption of risk by the guests

- Access to the bathing area is allowed only to the guests of the hotel.
- The hotel allows guests to use the hotel's facilities within the provisions of these bathing regulations at their own risk.
- It is not possible for the hotel or its staff to prevent dangers or accidents in general. In particular, the guests themselves are responsible for any personal health risks associated with the use of the pool. Wearing bathing sandals is recommended.
- The same applies to injuries and other interventions in the personal sphere of the bathing guest by other guests or other third parties not belonging to the hotel staff.
- The hotel assumes only the obligations listed below with respect to the guests authorized to enter the hotel.

#### 10.2 Opening hours and admission

- The hotel allows guests to visit during the opening hours announced by notice or by the supervisory staff.
- If the permitted number of visitors is exceeded, the hotel can prohibit the entry of further visitors with the help of the responsible staff. In such cases, those wishing to visit must expect waiting times.
- The hotel reserves the right to deny access without giving reasons to persons whose admission to the bath seems questionable.
- Animals are not permitted.

#### 10.3 Condition and operation of the equipment

- The hotel is responsible for ensuring that the facilities are set up, operated and maintained in accordance with the regulations. In particular, the hotel shall comply with all applicable hygiene and safety regulations. Further obligations of the hotel do not exist.
- As soon as the Hotel becomes aware of a malfunction, defect or damage to a facility or individual areas that no longer ensures safe operation, the Hotel shall immediately prohibit the use of the malfunctioning facility or restrict its use in an appropriate manner.
- The hotel guest is responsible for compliance with the instructions of the responsible staff.

#### 10.4 Control of compliance with the bathing regulations

- The hotel, with the help of its responsible staff, will monitor, within reason, the compliance with the bathing regulations by guests and other persons staying in the facility. If irregular behavior is detected, the persons concerned will be warned and, if necessary, may be excluded from future use of the facility.
- The facility is not supervised at all times. There is video surveillance installed in the swimming pool area.

#### 10.5 Help in case of accidents

- If an accident occurs, the hotel will immediately initiate assistance measures with the help of their responsible staff within the bounds of what is reasonable. In the event of an accident, every bathing guest is obliged by law to provide first aid until qualified rescue personnel arrive. Accidents must be reported to the hotel staff as soon as possible.

#### 10.6 Helping to avert indicated dangers

- If the hotel, in particular the responsible staff, is credibly informed by guests of an imminent danger to the health or life of guests, the hotel, with the help of its staff, shall make reasonable efforts to avert this danger.

#### 10.7 No possibility to supervise minors, handicapped people, people of unsound mind and non-swimmers.

- The hotel and therefore its staff is not able and therefore not obliged to supervise minors, people of unsound mind, or physically or mentally disabled persons and non-swimmers.
- The facility is not supervised at all times.

#### 10.8 Supervision during group visits

- In the case of group visits, the supervisor responsible for this, and in the case of clubs and other organisations, the functionary responsible for this, must ensure compliance with the bathing regulations and bear full responsibility for this. The relevant supervisors must be present for the entire duration of the group visit.
- These supervisors must maintain the appropriate agreement with the hotel's supervisory staff in order to ensure that other normal bathing activities are not disturbed by the group visit.

#### 10.9 Liability of the hotel

- The hotel shall only be liable for such damage as it or its staff has caused to the guest through unlawful, in particular breach of contract, and culpable conduct.
- The hotel accepts no liability for damage to third parties caused by items brought by guests.
- The hotel is not liable for damage caused by disregard of the bathing regulations, any other terms of use or by failure to comply with the instructions of the staff, by any other fault of the injured party or by unavoidable events or force majeure, in particular also by intervention by third parties.
- Contributory negligence leads to a corresponding division of damages. The same applies mutatis mutandis to any special rules for use posted at the respective equipment and facilities (e.g. for steam bath, sauna, etc.) as well as to any prohibitions of use or restrictions within the meaning of point 1.3. para. 2.

### § 11 Obligations of the guests

#### 11.1 Room card

- Use of the indoor pool is only permitted to hotel guests with a valid room card.

#### 11.2 Supervision of children, minors, non-swimmers and persons with disabilities

- Parents are liable for their children! Children up to the age of 10 and non-swimmers are only allowed to enter the indoor pool area when accompanied by an authorised supervisor.
- The persons otherwise responsible for the supervision of minors and non-swimmers (e.g. guardians, relatives or corresponding supervisors or carers) shall ensure appropriate supervision of minors and non-swimmers.
- The duty to supervise shall remain in force even if the person responsible for supervision does not enter the hotel premises or leaves them early.
- The respective applicable youth protection regulations, in particular alcohol and smoking bans, residence bans, obligations of the legal guardians, are to be complied with by the young people and their legal guardians.

#### 11.3 Instructions from the hotel staff

- Guests are obliged to fully comply with the instructions of the hotel staff in charge. This also applies if a guest should be of the opinion that the instruction given to him/her is not justified.
- Anyone who violates the bathing regulations or prohibitions on the use of certain facilities of the bathing complex (e.g. sauna) or restrictions within the meaning of point 1.3. para. 2, or who disobeys the instructions of the staff in charge, may be expelled from the bathing complex by the staff or

another representative of the hotel without any claim to a reduction in the price of the overnight stay.

- In particularly serious cases, a (temporary) ban on use may also be imposed for the future.

#### 11.4 Hygiene regulations

- Bathers are obliged to maintain the utmost cleanliness throughout the bathing facility.
- The barefoot area may not be entered with street shoes.
- Wearing bathing shoes is recommended.
- The bathing facility may not be entered with contagious diseases.
- For hygienic reasons, a shower must be taken before entering the pool.
- The use of soap, shampoos or detergents and the washing of swimwear in the pool is prohibited.
- Waste is to be placed in the designated waste containers.
- The swimming pool is to be used with normal, hygienically impeccable swimwear (e.g. swimming costume, bikini, swimming trunks etc).
- Shaving, hair colouring, manicures and pedicures are not permitted anywhere in the complex, including in the showers and cloakrooms.

#### 11.5 Consumption of food, alcohol and drinks

- It is not permitted to bring food into the indoor area of the AlpenQuell.
- Drinks may only be carried in plastic containers or other break-proof material.
- Soft drinks and alcoholic beverages are not allowed to be brought in.

#### 11.6 Refraining from hazards and harassment

- All bathers are obliged to show consideration for other bathers, especially with regard to noise. Therefore, everything that harasses or even endangers other bathers must be refrained from.
- Photographing and filming people without their express consent is prohibited.
- Please move carefully! Despite special non-slip tiles, there is an increased risk of slipping in the swimming pool area! We recommend the use of bathing shoes.
- The boundaries of the bathing area must not be crossed.
- All facilities and equipment of the bath may only be used in accordance with their intended purpose.
- Reserving loungers with towels or other objects for longer periods (60 minutes) is not permitted. Each bathing guest may occupy a maximum of one seat or lounger.
- If necessary, these objects may be removed by the pool staff and the lounger released for other guests.
- Compensation must be paid for any damage to the seating or lying areas.

#### 11.7 Contribution and loss of items

- Valuables are to be locked in the room safe. No liability is accepted for valuables brought into the bathing area.
- Found items are to be handed in at the reception.
- No liability is accepted for theft or loss of unattended valuables (mobile phone, purse, etc.).

#### 11.8 Miscellaneous

- Any kind of commercial activity or advertising in the area of the hotel requires the consent of the owner of the facility.
- The general smoking ban § 13 para. 1 Tobacco and Non-Smoking Act (TNRSG) applies.

## General Terms and Conditions (GTC)

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### Table of Contents

§ 1	Scope of application .....	15
§ 2	Definitions .....	15
§ 3	Execution of the agreement – Down payment.....	16
§ 4	Start and end of accommodation.....	16
§ 5	Rescission of the Accommodation Agreement – Cancellation Insurance .....	17
§ 6	Provision of substitute accommodation.....	18
§ 7	Rights of the Party .....	18
§ 8	Obligations of the Party.....	18
§ 9	Rights of the Proprietor .....	19
§ 10	Obligations of the Proprietor.....	19
§ 11	Liability of the Proprietor for damage to items of guests .....	20
§ 12	Limitations of liability .....	20
§ 13	Animals .....	21
§ 14	Animals – Alpenroyal Lodge & Alpenroyal Living .....	21
§ 15	Prolongation of the accommodation.....	22
§ 16	Termination of the Accommodation Agreement – Early cancellation .....	22
§ 17	Sickness or death of the Guest .....	23
§ 18	Place of performance, place of jurisdiction and applicable law .....	23
§ 19	Miscellaneous.....	24
§ 20	Miscellaneous - online reservation.....	24
§ 21	Apartments, Rooms and Prices and damages .....	25
§ 22	Meals and cleaning.....	26

## **§ 1 Scope of application**

- 1.1 These General Terms and Conditions for the Hotel Industry (hereinafter referred to as “AGBH 2006”) shall replace the previous ÖHVB [Austrian Hotel Contract Conditions] as amended on 23 September 1981.
- 1.2 The AGBH 2006 shall not exclude special agreements. The AGBH 2006 shall be subsidiary to agreements made on an individual basis.

## **§ 2 Definitions**

### 2.1 Definitions:

- “Proprietor”: an individual or entity that accommodates guests against remuneration.
- “Guest”: an individual that uses accommodation. Usually, the guest is also the Party. Guests also include those persons that are accommodated together with such Party (e.g. family members, friends etc.).
- “Party”: a domestic or foreign individual or entity that enters into an Accommodation Agreement as a Guest or for a Guest.
- “Consumer” and “Entrepreneur”: these terms shall be construed as defined by the 1979 Consumer Protection Act (Konsumentenschutzgesetz) as amended.
- “Accommodation Agreement”: the agreement made between the Proprietor and the Party, the contents of which are specified below.

### § 3 Execution of the agreement – Down payment

- 3.1 The Accommodation Agreement shall be deemed entered into upon the acceptance of the Party's order by the Proprietor. Electronic declarations shall be deemed received when they can be collected by the party to which they are addressed under normal circumstances provided that they are received during the published business hours of the Proprietor. The Proprietor shall be entitled to enter into the Accommodation Agreement under the condition that the Party makes a (or some) down payment(s).
- 3.2 The contracting party is obliged to pay a deposit of approx. 50% of the total amount after receiving the booking confirmation (within a maximum of 14 days) and to pay the remaining 50% up to 14 days before the date of arrival. (unless otherwise specified in the booking confirmation). If the deposit is not paid in full, the accommodation provider may unilaterally withdraw from the contract. The costs of the money transaction (e.g. transfer charges) shall be borne by the Party. For credit and debit cards, the respective terms and conditions of the card companies shall apply.
- 3.3 The down payment (about 50% of the total amount) must be stated on the reservation confirmation and must be paid on time. If not, all required deposits are made on time, the Proprietor may unilaterally cancel the contract. If the Proprietor does not request a down payment, the Accommodation Agreement shall enter into force upon receipt of the confirmation of reservation including the cancellation conditions. The costs for the financial transaction (e.g. remittance fee) shall be paid by the Party. Credit and debit cards shall be subject to the terms and conditions of the issuing company.
- 3.4 The deposit is a partial payment on the agreed remuneration and part of the accommodation contract.
- 3.5 The *outstanding payment* according to the booking confirmation is to be considered as a further deposit and includes the rental costs for the booked category (poss. including taxes). Additional services and consumption for any kind such as bread order, dogs, etc. will be invoiced on site.
- 3.6 In case of non-payment of the deposit, the booking is not automatically cancelled but remains valid until the booking is cancelled in writing by the guest or the landlord.

### § 4 Start and end of accommodation

- 4.1 Unless the Proprietor offers any other time of occupancy, the Party shall be entitled to move into the rented rooms from 4.00 p.m. on the agreed date ("date of arrival").
- 4.2 If a room or apartment is occupied for the first time before 8.00 a.m., the preceding night shall be deemed to be the first overnight stay. If the room or apartment is used outside the agreed time frame, the Proprietor shall be entitled to an additional charge.
- 4.3 The rented rooms shall be vacated by the Party by 9.00 a.m. on the date of departure. The Proprietor shall be entitled to charge another day if the rented rooms are not vacated in time.



## § 5 Rescission of the Accommodation Agreement – Cancellation Insurance

### Cancellation fee Rescission by the Proprietor

- 5.1 The Proprietor reserves the right to unilaterally withdraw from the contract within 48 hours without giving reasons.
- 5.2 If the Accommodation Agreement provides for a down payment and such down payment has not been made by the Party in time, the Proprietor may rescind the Accommodation Agreement without granting any grace period.
  - 5.2.1 If the contract is concluded via an online booking portal, the Proprietor reserves the right to unilaterally withdraw from the contract within 48 hours without giving reasons.
- 5.3 If the Guest fails to arrive by 6.00 p.m. on the agreed date of arrival, the Proprietor shall not be obliged to accommodate them unless a later time of arrival has been agreed upon. In case of non-appearance before 6 p.m. the guest can be charged the total amount of the expected service (see 5.7).
- 5.4 If the Party has made a down payment (see 3.2), the rooms shall be deemed re-served until 9.00 a.m. on the day following the date of arrival at the latest. Thereafter, the obligation to accommodate ends and the cancellation conditions come into force, unless the guest announces a later date of arrival.
- 5.5 Unless otherwise agreed upon, the Proprietor may rescind the Accommodation Agreement for objectively justified reasons by means of a unilateral declaration by 3 months before the agreed date of arrival of the Party.

### Rescission by the Party – Cancellation fee

- 5.6 According to § 18 par. 1 fig. 10 FAGG (Fern- und Auswärtsgeschäfte-Gesetz) there is no 14-day right of withdrawal.
- 5.7 Cancellation by unilateral declaration of the contractual partner is only possible by paying cancellation fees.
- 5.8 In case of cancellations up to 3 months prior to arrival, you will be refunded your deposit (minus a handling fee of € 100.00 per booked apartment or room).
- 5.9 Outside the period specified in §5.5, cancellation by unilateral declaration of the contracting party is only possible subject to payment of the following cancellation fees:

#### Room with breakfast or half-board

... up to 3 months before the start of the holiday, we charge a € 100 handling fee.

... within 3 months to 30 days before the start of the holiday, we charge 45 % of the arrangement price.

In case of cancellation 30 days to 0 days before the start of the holiday, we charge 90% of the arrangement price.

#### Apartment

... up to 3 months before the start of the holiday, we charge a € 100 handling fee.

... within 3 months to 30 days before the start of the holiday, we charge 45 % of the arrangement price.

In case of cancellation 30 days to 0 days before the start of the holiday, we charge 100% of the arrangement price minus final cleaning.

### Cancellation insurance

We recommend that you take out European Cancellation Insurance, to cover you against cancellation due to illness

For reservations

- at **Hotel Garni Belmont**: <http://start.europaeische.at/hsp?AGN=10006308>
- at **Apart Hotel Albarella**: <http://start.europaeische.at/hospl?AGN=10017802>
- at **Hotel Alpenroyal**: <http://start.europaeische.at/hsp?AGN=10017801>

## **§ 6 Provision of substitute accommodation**

- 6.1 The Proprietor may provide the Party or the guests with adequate substitute accommodation (of the same quality) provided that this is reasonable for the Party, particularly if the difference is insignificant and objectively justified.
- 6.2 An objective justification shall, for example, be deemed given if the room(s) has (have) become unusable, guests that have already been accommodated prolong their stay, the establishment is overbooked, or this becomes necessary due to other important operational activities.
- 6.3 Any extra expenses arising from such substitute accommodation shall be paid by the Proprietor.

## **§ 7 Rights of the Party**

- 7.1 By entering into an Accommodation Agreement, the Party shall acquire the right to make normal use of the rented rooms and the facilities of the accommodating establishment that are usually accessible to the guests for use without any special conditions and of the usual service. The Party shall exercise their rights in accordance with any applicable hotel and/or guest regulations (house rules).

## **§ 8 Obligations of the Party**

- 8.1 The Party is obliged to pay the agreed remuneration plus any additional amounts which have arisen due to separate use of services by him and/or the guests accompanying him plus statutory value added tax at the latest at the date of departure. If the remaining amount is to be paid by bank transfer, this must be done several days before the departure. In any case, proof of a positive bank transfer must be submitted before departure.
- 8.2 Methods of payment: The Proprietor shall not be obliged to accept foreign currencies or non-cash means of payment. If the Proprietor accepts foreign currencies, such shall be accepted at the current price if possible. If the Proprietor accepts foreign currencies or cashless means of payment, the Party shall pay any associated costs, e.g. for inquiries with credit card companies, telegrams etc.
- 8.3 The Party shall be liable towards the Proprietor for any damage caused by them-selves or the Guest or any other persons that receive services of the Proprietor with the knowledge or in accordance with the intention of the Party. Any damage must be paid in cash before departure.

## **§ 9 Rights of the Proprietor**

- 9.1 If the Party refuses to pay or is in arrears with the agreed remuneration, the Proprietor shall be entitled to make use of the legal right of retention in accordance with § 970c of ABGB [Austrian Civil Code] and the legal right of lien in accordance with § 1101 of ABGB with respect to the items brought along by the Party or the Guest. Furthermore, the Proprietor shall be entitled to make use of this right of retention or lien in order to secure its claims under the Accommodation Agreement, particularly for catering, other expenses made for the Party and for any kind of damage claims.
- 9.2 If services are requested in the room of the Party or during unusual times of the day (after 8.00 p.m. and before 6.00 a.m.), the Proprietor shall be entitled to charge an extra remuneration. The Proprietor may also refuse such services for operational reasons.
- 9.3 The Proprietor shall be entitled to issue invoices or interim invoices for its services at any time.
- 9.4 The Proprietor does not grant the Party any reduction of the fee for services and benefits not used.
- 9.5 Certain apartment and room requests can be expressed by the Party, but fixed room numbers are not guaranteed by the Proprietor.
- 9.6 The Proprietor reserves the right to change the apartment or room booked by the Party to an apartment or room of at least the same or better quality at the same price. This, however, is subject to the condition that the deviation is minor and objectively justified. It is deemed to be objectively justified if the apartment has become unusable, guests who have already been accommodated extend their stay, there is an overbooking or other important operational measures require this step.
- 9.7 So-called upgrades at the Party's request are only possible in agreement with the Proprietor and only subject to availability. The prices that apply are those that are current at the time and correspond to the apartment or room requested.

## **§ 10 Obligations of the Proprietor**

- 10.1 The Proprietor shall be obliged to provide the agreed services to an extent that complies with its standards.
- 10.2 Extra services of the Proprietor that must be indicated accordingly since they are not included in the accommodation remuneration shall, by way of example, include:
  - a) Extra accommodation services that may be invoiced separately, such as the provision of sauna, solarium, garages, dog, massage, etc.
  - b) We offer 1 x cots and 1 x highchairs per apartment/room free of charge. Our cots are suitable for children up to 2 years of age.

## § 11 Liability of the Proprietor for damage to items of guests

- 11.1 The Proprietor shall be liable for the items brought along by the Party in accordance with §§ 970 ss of ABGB. The Proprietor shall only be liable if the items have been handed over to the Proprietor or the persons authorised by the Proprietor or deposited in a place assigned by such or intended for such purpose. Unless the Proprietor provides other evidence, the Proprietor shall be liable for its own fault or the fault of its vicarious agents and visitors. In accordance with § 970 sec. 1 of ABGB, the Proprietor shall only be liable up to the amount specified in the Austrian law on the liability of landlords and other entrepreneurs of 16 November 1921 (*Bundesgesetz über die Haftung der Gastwirte und anderer Unternehmer*) as amended. If the Party or the Guest fails to immediately comply with the Proprietor's request to deposit their items in a special deposit, the Proprietor shall be released from any liability. The amount of any liability of the Proprietor shall be limited to a maximum of the sum insured under the third-party liability insurance of such Proprietor. Any fault of the Party or Guest shall be taken into account.
- 11.2 The Proprietor may not be held liable for slight negligence. If the Party is an Entrepreneur, the Proprietor may neither be held liable for gross negligence. In such event, the burden of proof to show the fault shall lie with the Party. No consequential or indirect damage and no loss of profit shall be reimbursed.
- 11.3 The Proprietor shall only be liable for valuables, money and securities up to an amount of currently €550.--. The Proprietor shall only be liable for any exceeding damage in the event it has accepted such items for deposition knowing their quality or in the event the damage has been caused by itself or its vicarious agents. The limitation of liability in accordance with 12.1 and 12.2 shall apply accordingly.
- 11.4 The Proprietor may refuse to deposit valuables, money and securities if the items are significantly more valuable than those usually handed over for deposition by the guests of the accommodating establishment.
- 11.5 In each event of deposition, liability shall be excluded if the Party and/or Guest fails to immediately notify the Proprietor of the occurred damage. Furthermore, such claims shall be asserted in court within three years from their knowledge or possible knowledge to the Party and/or Guest; otherwise, the right shall become extinct.

## § 12 Limitations of liability

- 12.1 If the Party is a Consumer, the Proprietor may not be held liable for slight negligence, except for bodily injury.
- 12.2 If the Party is an Entrepreneur, the Proprietor may not be held liable for slight or gross negligence. In such event, the burden of proof to show the fault shall lie with the Party. No consequential, non-material or indirect damage and no loss of profit shall be reimbursed. The damage to be reimbursed shall at any case be limited to the amount of the damage incurred because the Party has relied on the validity of the agreement (*Vertrauensinteresse*).

## **§ 13 Animals**

- 13.1 Dogs may only be brought into the accommodating establishment with the prior consent of the Proprietor and against special remuneration. Other animals are not permitted. If the Party takes an animal with them in a prohibited manner, the Proprietor shall be entitled to terminate the Accommodation Agreement with immediate effect. There shall be no entitlement to a refund.
- 13.2 The consent shall only apply to one accommodation unit per dog. Other accommodation units may not be entered. Each additional accommodation unit and each additional dog shall be subject to additional consent and remuneration.
- 13.3 Only one dog is permitted per accommodation unit. Unless the Proprietor has given written consent to additional dogs.
- 13.4 Dogs are allowed, but no other types of animals.
- 13.5 Dogs are allowed in the Belmont, Albarella and Alpenroyal hotels (main building only) with written advance reservation. Dogs are not allowed in the Alpenroyal Lodge and Alpenroyal Living.
- 13.6 If the contract partner takes a prohibited animal with him, we reserve the right to adjust the flat or room category accordingly or to move the contract partner to another hotel and to adjust the price. However, should this not be possible due to the booking situation, the accommodation provider is entitled to cancel the accommodation contract with immediate effect. There is no entitlement to a refund.
- 13.7 The contracting party taking an animal with it shall be obliged to keep or supervise this animal properly during its stay or to have it kept or supervised by suitable third parties at its own expense. The animal must be kept on a leash throughout the hotel premises. If the leash requirement is not adhered to the Proprietor may charge a contractual penalty of € 200.-
- 13.8 The contracting party or guest taking an animal with them must have appropriate dog liability insurance or private liability insurance which also covers possible damage caused by animals. Proof of such insurance shall be provided upon request by the Proprietor. Damages must be reported to the Proprietor immediately and paid by the dog owner before departure.
- 13.9 The Party or its insurer shall be jointly and severally liable to the Proprietor for any damage caused by animals brought along. The damage shall in particular also include any compensation payments to be made by the Proprietor to third parties.
- 13.10 Animals shall not be allowed in the garden, lounge, breakfast room or dining room and wellness or indoor pool area.

## **§ 14 Animals – Alpenroyal Lodge & Alpenroyal Living**

- 14.1 Animals are not permitted. If the Party takes an animal with them in a prohibited manner, the Proprietor shall be entitled to terminate the Accommodation Agreement with immediate effect. There shall be no entitlement to a refund.

## **§ 15 Prolongation of the accommodation**

- 15.1 The Party may not claim for a prolongation of their stay. If the Party informs the Proprietor in time that they intend to prolong their stay, the Proprietor may consent to a renewal of the Accommodation Agreement. However, the Proprietor shall not be obliged to do so.
- 15.2 If the Party is prevented from leaving the accommodating establishment on the date of departure since all ways of travel are blocked or unusable due to unforeseeable extraordinary events (e.g. extreme snowfall, floods etc.), the Accommodation Agreement shall automatically be renewed for the duration of such prevention from departure. The Proprietor shall be entitled to demand at least the fee that corresponds to the already charged price per overnight stay.

## **§ 16 Termination of the Accommodation Agreement – Early cancellation**

- 16.1 If the Accommodation Agreement has been made for a definite term, it shall end upon the expiry of such term.
- 16.2 If the Party leaves prematurely, the Proprietor shall be entitled to charge the total agreed remuneration. The Proprietor will deduct what it has saved as a result of not making use of its range of services.
- 16.3 The death of a guest terminates the contract with the Proprietor.
- 16.4 If the Accommodation Agreement has been made for an indefinite term, the Parties may terminate the Agreement by 10.00 a.m. of the third day preceding the intended end of the Agreement.
- 16.5 The Proprietor shall be entitled to terminate the Accommodation Agreement with immediate effect for important reasons, particularly if the Party and/or the Guest
- a) makes significantly adverse use of the rooms or makes their stay intolerable for the other guests, the owner, its vicarious agents or the third parties staying at the accommodating establishment due to ruthless, offensive or otherwise highly improper conduct or commits an act against property, morality or physical safety towards these persons that is subject to penalty;
  - b) suffers of a contagious disease or a disease the duration of which exceeds the term of accommodation or otherwise is in need of care;
  - c) fails to settle the presented invoices when they become payable within a reasonably set period (24 hours).
- 16.6 If the performance of the Agreement becomes impossible due to circumstances to be deemed events of force majeure (e.g. acts of God, strike, lockout, official orders etc.), the Proprietor may terminate the Accommodation Agreement at any time without giving prior notice unless the Agreement is already deemed terminated under the law or the Proprietor is released of its obligation to accommodate the Party. Any claims for damages etc. by the Party shall be excluded.

## **§ 17 Sickness or death of the Guest**

- 17.1 If a Guest gets sick during their stay at the accommodating establishment, the Proprietor shall arrange for medical care at the request of the Guest. In the event of imminent danger, the Proprietor shall arrange for medical care even without the special request of the Guest, particularly if this is necessary and the Guest is unable to do so themselves.
- 17.2 As long as the Guest is unable to make decisions or it is not possible to contact the family of the Guest, the Proprietor shall arrange for medical care at the expense of the Guest. However, the extent of such care shall end as soon as the Guest is able to make decisions or their family has been informed about the sick-ness.
- 17.3 16.3 The Proprietor shall particularly be entitled to damages from the Party or the Guest or, in the event of their death, their successors for the following expenses:
- a) unsettled medical costs, costs for ambulance transports, drugs and medical aids
  - b) room disinfections that have become necessary,
  - c) linen, bed sheets and bed furnishing that have become unusable, or otherwise the disinfection of thorough cleaning of all of these items,
  - d) restoration of walls, furniture, cardogs etc. if such have been contaminated or damaged in relation with the sickness or death,
  - e) rent for the room, provided that it has been occupied by the Guest, plus any days during which the rooms are unusable due to disinfection, vacation etc.,
  - f) any other damage incurred by the Proprietor

## **§ 18 Place of performance, place of jurisdiction and applicable law**

- 18.1 The place of performance shall be the place where the accommodating establishment is situated.
- 18.2 These Terms and Conditions shall be governed by Austrian adjective and substantial law under exclusion of the provisions of international private law (particularly IPRG [Austrian act on international private law] and the Rome Convention of 1980) and the UN Sales Convention.
- 18.3 If the Party is an Entrepreneur, the exclusive place of jurisdiction shall be the domicile of the Proprietor; however, the Proprietor shall also be entitled to assert its rights before any other court that is competent for the location and matter.
- 18.4 If the Accommodation Agreement has been made with a Party that is a Consumer who has their domicile or ordinary residence in Austria, actions against the Consumer may exclusively be filed at the domicile, ordinary residence or place of work of such Consumer.
- 18.5 If the Accommodation Agreement has been made with a Party that is a Consumer who has their domicile in a member state of the European Union (except for Austria), Iceland, Norway or Switzerland, the court that is competent for the domicile of the Consumer in the event of actions against the Consumer in the relevant matter shall have exclusive jurisdiction.

## **§ 19 Miscellaneous**

- 19.1 Unless otherwise specified in the above provisions, any time limits shall start upon the document by which such time limit is instructed being delivered to the Party that must comply with the time limit. When calculating a time limit based on days, the day of the moment or event to which the start of the time limit refers shall not be included in the calculation. Time limits based on weeks or months shall refer to the day of the week or month that corresponds to the day starting from which the time limit is to be counted according to its name or number. If the relevant month lacks such day, it shall be replaced with the last day of such month.
- 19.2 Any declarations shall be received by the other party by the last day of the time limit (12.00 midnight).
- 19.3 The Proprietor shall be entitled to offset any of its claims against claims of the Party. The Party shall not be entitled to offset any of its claims against claims of the Proprietor unless the Proprietor is insolvent or the Party's claim has been established by a court or acknowledged by the Proprietor.
- 19.4 If any gaps arise in relation with the Agreement, the applicable legal provisions shall apply.

## **§ 20 Miscellaneous - online reservation**

- 20.1 In addition to §§ 1 - 18 of the General Terms and Conditions, the following regulations are deemed to be agreed for online bookings: In the case of bookings via the websites (Serfaus-Fiss-Ladis Marketing GmbH), and other booking platforms, the accommodation contract comes into effect when the guest sends the booking. By providing the account details, the guest allows the accommodation provider to charge all fees incurred, such as down payments and, if applicable, cancellation fees (according to § 5).
- 20.2 We expressly point out that in the case of online bookings or accommodation contracts concluded by way of distance selling, there is no right of withdrawal within 14 days from the conclusion of the contract and that the cancellation conditions pursuant to § 5 are expressly agreed. The cancellation conditions of the accommodation provider replace the right of withdrawal according to the Consumer Rights Directive of the European Union.
- 20.3 Requests regarding room number, floor, laminate or cardog floor, etc. may be expressed by the Guest, and will be noted, but are not guaranteed by the Proprietor.
- 20.4 Due to the IT system, it is possible that a room can be booked online even if it is necessary to move to another room of the same category during the stay.
- 20.5 If more people arrive than indicated on the booking confirmation or the age of the children is incorrectly indicated, the price will be adjusted accordingly. We also reserve the right to adjust the room or apartment category accordingly. The costs for this are to be paid by the contracting party.
- 20.6 The contracting party is obliged to carefully check the information in the booking confirmation, such as the arrival and departure dates, number of persons, age of children and the booked room or apartment type.



## § 21 Apartments, Rooms and Prices and damages

- 21.1 The Party understands the apartment prices as follows: The stated apartment price of the Proprietor shall apply per night plus final cleaning and local tax. If more persons arrive than originally agreed, the price shall be recalculated. The surcharge for each additional person is calculated per overnight stay in the apartment for a minimum stay of 7 nights; a surcharge is calculated for shorter stays. Additional persons are only possible by arrangement.
- 21.2 If fewer people than the standard occupancy arrive, no deduction will be granted.
- 21.3 The contractual partner understands the room prices as follows: The stated prices in the rooms are exclusive of local taxes. If a room is booked, the price is calculated with at least two full-paying persons. If no agreement was made at the time of booking, the price for the minimum occupancy (2 persons) will be charged. The minimum occupancy of the rooms is two full-paying persons. For additional children up to 15 years of age, the children's price stated in the reservation confirmation applies. If the room is occupied by no adult or only one adult, then the first two persons are full-paying, the child discount applies to two full-paying adults or more. If fewer people than originally booked arrive, the accommodation provider will charge a cancellation fee for the absent person (empty bed fee).
- 21.4 For all apartments in the Hotel Albarella, Hotel Belmont or Hotel Alpenroyal, a final cleaning fee in the amount of the fixed rate must be paid. If the final cleaning is not explicitly mentioned or noted in the Accommodation Agreement, the Proprietor reserves the right to charge the Guest for such cleaning nevertheless.
- 21.5 All arrangements and overnight charges at the Hotels, Albarella, Belmont and Alpenroyal do not include a ski pass.
- 21.6 The fee is calculated based on the number of persons indicated by the guest. Additional persons are only possible with an agreement by telephone or in writing before arrival and will be charged with a surcharge.
- 21.7 If more people arrive than stated on the booking confirmation or if the age of the children has been stated incorrectly, the price (plus any tourist tax) will be recalculated by us according to our price list.
- 21.8 All age groups from babies to senior citizens are considered equally as people and charged accordingly.
- 21.9 The fee for all damage for which the guest is responsible shall be paid immediately on site (before departure) in cash.

## § 22 Meals and cleaning

- 22.1 For apartments, breakfast, dinner or snacks are not included, but are available as an additional service subject to availability.
- 22.2 Within the half board (optionally bookable at Hotel Alpenroyal), the child under 2 years of age is free of charge at dinner, unless he or she does not take advantage of a separate children's menu. If the child consumes parts of the menu or makes use of its own, this will be charged.
- 22.3 The following shall apply to Apartment Guests: For meals booked or ordered but not consumed (breakfast and/or dinner), the Proprietor shall charge a cancellation fee of 50 %.
- 22.4 The following shall apply to Hotel Alpenroyal rooms with halfboard reservations: if dinner is not consumed € 8.- per adult will be credited.
- 22.5 The following shall apply to Hotel Belmont and Hotel Alpenroyal rooms with breakfast reservations: instead of the unconsumed breakfast, a "breakfast to go" will be offered, a price discount cannot be granted.
- 22.6 The following shall apply to Apartment Guests: Daily cleaning in the apartment can be booked for an extra fee, upon request and availability. Intermediate cleaning is not included in the price.
- 22.7 Smoking is not permitted in the hotel premises of the Proprietor. The guest is obliged to move to the outdoor areas.