

Accommodation Rules

For your safety and satisfaction, we provide the Hotel Accommodation Rules.
Thank you for your understanding.

1. Upon arrival at the hotel, please present your ID and complete the check-in card.
2. Upon arrival at reception, you will receive your hotel pass. Use this pass to gain free access to selected hotel facilities, e.g. the pool, whirlpool, gym and sauna.
3. Please settle your bill for accommodation upon arrival at the hotel. Payment for other services consumed during your stay is possible at any time, at latest on your departure date.
4. Guests are entitled to check in to their room from 14:00 on the arrival date.
5. Your room will be reserved based on your order until 18:00, unless agreed otherwise.
6. On your departure date, please vacate the room by 11:00, otherwise you will be charged for another night.
7. If you wish to leave your room later on the departure date, please agree in advance with reception.
8. If you check in before 6:00 in the morning, we charge you for the previous night.
9. In special cases, the hotel may offer different accommodation than that previously agreed. However, it must not differ substantially from the confirmed order. A justified reason is if the room (rooms) has become unsuitable for accommodation. Potential higher costs for substitute accommodation are borne by the hotel.
10. For safety reasons, please use only your own electrical appliances for personal hygiene.
11. For safety reasons, we do not recommend leaving children under the age of 7 without supervision either in the room or in the common areas of the hotel.
12. It is not permitted to bring sports equipment into the room, e.g. bicycles or skis, for which separate storage has been reserved.
13. Please respect the night-time silence rule between 22:00 and 7:00.
14. The guest is liable for damages to hotel assets according to valid regulations.
15. Please leave your valuables in the safe available for free in your room. You can also use the safe at reception. The hotel is not liable for items that are not deposited in the safe.
16. Please do not bring food and beverages to the room.
17. If you are interested in barbecuing or grilling over a fire by the Fir n suites, please inform the F&B manager or reception. Before leaving, make sure the fire is out. Thank you.
18. The hotel offers only non-smoking rooms. If you violate the ban on smoking in the rooms, you may be charged for an additional night. Smoking in the hotel is allowed only in the selected areas.
19. Dogs may move about the hotel only on a leash and with a muzzle, and pets are not allowed to access the Sports and Wellness Centre and restaurant on the 2nd floor.
20. Things forgotten at the hotel will be sent to owners upon payment of postage.