



General

Date: March 2023

RELATED TO: RENTAL APARTMENTS

Contact details:

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Including:

- Booked accommodation for the reserved dates from 16:00 on the day of arrival until 10:00 on the of departure.
- Energy and waste costs
- Towel package (1 large + 1 small per person per week)
- Bed linen (beds are already made)
- Shuttle bus to and from train station (on request)
- Snowshoe tour on Monday or Thursday (winter)
- Parking

Not included:

- Tax
- Cancellation insurance
- Transport to and from Austria
- Food and drink
- Ski equipment
- Ski pass
- Guides

Payment:

A reservation is final when at least 25% of the quotation has been paid for.

When	How many
When booking	25% of total
2 months before arrival	100% of total

Cancellation:

Through your personal cancellation insurance you can claim non-returned costs.

When	How many
Up to 4 weeks before arrival	100% return
Up to 3 weeks before arrival	75% return
Up to 2 weeks before arrival	50% return
Up to 1 week before arrival	25% return
Within 1 week before arrival	0% return



House rules

Arrival from 16:00

Your apartment is usually ready from 16:00 on the day of arrival. If you expect to arrive after 20:00, please call us in advance.

Check-in checklist:

- Pre-check-in completed via the sent link for all accompanying guests.
- If you do not have Austrian nationality, you must provide an identity card or passport to check the pre-checkin details.
- Settle any remaining payments.
- Check and sign guest registration
- If you arrive after 22:00, please only remove the necessary items for the first night from the car.

Free parking

Free parking spaces are available in front of the building. You can only place the car in the driveway for packing and unpacking.

Pets

You are welcome to bring pets on holiday. In this case we charge a surcharge of € 5 per pet per night.

- We provide drinks and food bowls, a pillow and a travel drinking bowl.
- This does not include food for your pet.
- Please do not allow your pet on the furniture or beds.
- Please accept the leash rules and clean-up obligation.
- Keep in mind that in the summer there are a lot of cattle running loose in the area.
- Pets must not cause any inconvenience to other guests.

Rest

Between 22:00 and 07:30 we expect it to be quiet so that all guests have a nice stay. Also take into account the rest periods for disposal of waste. On arrival or departure, please do this as quietly as possible and, where possible, prepare as much as possible during the day.

Payment methods

We accept cash or bank transfer.

No smoking and open fire

The entire site – including all rooms, balconies and garden – are non-smoking. We ask smokers to smoke outside our premises. Open fires such as candles and braziers are not allowed in the property and balconies. In the garden is a fire pit and barbecue facilities.



Waste

Please make your waste as small as possible to save space in the containers. Trash cans are provided in your accommodation to separate the waste. Please empty it yourself when it is full and before departure. Please separate your waste into the following categories:

PMD: Empty plastic packaging, beverage cartons, cans and aluminium

BIO: all biodegradable waste, food waste, cutting waste, bread, bones, coffee and tea residue, but no liquids.

PAPER: paper and cardboard without food residue.

GLASS: Empty glass containers, bottles. Deposit bottles can be placed next to this container.

REST: Waste that does not fit into one of the above categories.

Authorities

If our company is closed by the local authorities due to lockdowns or the borders are closed or there is a travel warning for our state of Carinthia and you cannot come as a result, we will cancel your booking free of charge. In all other situations, we apply the general terms and conditions of succession.

If you are not in the accommodation, please pay attention to:

- Lowest heating
- All doors and windows closed
- Lights turned off
- Kitchen appliances turned off
- With pets; adequately care and furniture cover and or block.

Departure until 10:00

We kindly ask you to leave your apartment before 10:00 on the day of departure. If you leave before 07:30, please check out checklist before 22:00 and only keep a stay bag with you for the night.

Check-out checklist:

- Dishwasher and fridge empty
- Coffee machine empty
- All trash cans emptied into the appropriate containers next to the building.
- All furniture and inventory in original place
- Used towels on the floor in the bathroom
- Unused towels in original place
- Beds do not need to be picked up
- Lowest heating
- Windows closed
- Lights turned off
- Accommodation broom clean
- Check all areas and beds for property and trash.

