

Booking-Information

CHECK IN / CHECK OUT

The room will be ready for you from 3.00 pm on the day of your arrival. Please vacate your room by 10.00 am on departure day. Please give us a short notice, when you arrive after 7.30 pm calling the number +43 5243 5332. Early check-in and late check-out are possible upon request at an extra charge.

BOOKING / PREPAYMENT

Please note that the reservation will not be binding until we have confirmed it. Upon confirmation of your booking, you are asked to pay a deposit by bank transfer or credit card. The prepayment is 40 % of the total booking amount.

CANCELLATION

- Special regulation "COVID 19":

Should you not be able to take your winter or summer vacation 2020/2021 "Corona-related", we will deal with every booking as flexibly as possible and also make it possible for you to cancel and rebook at very short notice. e.g. in the case of resumption of measures, border closings for the outgoing or incoming country, strict entry and exit regulations, quarantine regulations, personal infection, etc. If unrestricted travel is possible, our regular booking and cancellation conditions apply.

Please also note the offer of the European travel cancellation insurance.

- Regular cancellation conditions:

Cancellations have to be made in writing. Up to 31 days before the agreed arrival date, cancellations are free of charge.

From 30 days to 15 days before the arrival, a penalty of 40 % of the booking amount is charged.

Cancellations made from 14 to 8 days prior to the arrival incur a charge of 70 % of the booking amount.

From 7 days to 2 days before arrival, the penalty is 90 % of the total price.

In the event of a cancellation made less than 2 days before the arrival, no-show or early departure the full amount of booking is payable without deduction. No refund is given for unused services. This provision shall also apply to bookings of special offers and packages.

The right of withdrawal in the cooling off period as established in § 18, section 1, number 10, FAGG (Austrian Distance Selling Law) shall not apply.

Any accommodation agreement shall be governed by the provisions of the

"Allgemeine Geschäftsbedingungen für die Hotellerie, AGBH 2006" (Austrian Terms and Conditions for the Hospitality Industry)

TRAVEL CANCELLATION INSURANCE

Mit unserem Partner der Europäischen Reiserücktrittsversicherung seid ihr auf der sicheren Seite. Denn hier gilt Stornodeckung auch bei COVID-19-Erkrankung trotz Pandemiestatus. Bucht eure Reiserücktrittsversicherung gleich bei Zimmerbuchung mit.



Further informations

PAYMENT METHODS

We accept payment by credit card (Visa, Mastercard), EC-Cash and cash payment.

SPA TREATMENTS

Our experienced vital team loves to spoil you from head to toe.

Desired date, desired experience, desired time. Gladly via our [>treatment](#) form.

PARKING

Free parking spaces are available in front of the hotel.

You can also book a parking space in the underground garage at an extra charge of € 5.00 per day (please give us notice upon your booking)

GUEST CARD - REDUCTIONS

You will receive the guest card (Achenseecard) upon your arrival at the hotel. This card entitles you to free use of the local buses and discounted admission fees at numerous facilities.

“ACHENSEE ERLEBNISKARTE” - NUMEROUS ADVANTAGES

This card, valid for 7 days, entitles the holder to unlimited free use of the “Rofanseilbahn” cable car in Maurach and the “Karwendelbergbahn” cable car in Pertisau, the steamers on Lake “Achensee” and to free entry into the “Sixenhof” Museum in Achenkirch, “Steinöl Vitalberg” factory in Pertisau, “Achensee” Museum and “Notburga” Museum in Maurach as well as into “Swarowski Kristallwelten” Museum in Wattens. Further informations& rates on our website. We will gladly add the features of the “Achensee Erlebniskarte” to your guest card.

HOLIDAYS WITH THE DOG

You are welcome to bring along your four-legged friend. Please give us notice prior to your arrival.

You will be charged € 15.00 per day (without food). We reserve the right to require compensation for exceptional cleaning costs.

The four-legged companions are not allowed in the restaurant rooms and in the spa area.

PARTNER / DISCOUNTS

- ATOLL-ACHENSEE -Partnerhotel / -10% off the entrance rates
- WW-SPORT-SHOP, Sportpartner / -10% off the rental rates
- GOLF & LANDCLUB PERTISAU, member / -20%Greenfee discount

