

HOUSE RULES

Welcome to your holiday home

We put a lot of thought into the furnishing and equipment of our apartments to ensure that nothing is missing. The furnishings and fittings are of a very high quality and all kitchen appliances and crockery are exclusively from reputable companies. Should you miss something in the furnishings or need help during your stay, please feel free to contact the reception team. We kindly ask you to treat everything as if it is your own, so that guests after you can also enjoy it.

General

Please inform all fellow guests about the house rules.

You find a starter package which contains tea and coffee, cleaning materials, toilet paper, kitchen towels and salt and pepper in your apartment. After consumption, these items need to be refilled by yourself according to your own needs. Of course, the reception team will be happy to help out in case of last minute shortages.

When leaving the apartment, please make sure that all windows and doors are closed.

Sudden storms are not uncommon in the mountains and may lead to water ingress.

All corridors and hallways are escape routes. Please familiarise yourself with the escape plans at the beginning of your stay.

It can always happen that necessary repairs are required immediately. Should we need to enter the apartment during your stay, we will inform you in advance.

For the love of our environment, we ask you to use resources such as water and electricity sparingly.

Damage

It can always happen that something gets damaged or broken. If something breaks, please let us know so we can replace or repair things. You as a guest are liable for any damage or lost items up to the replacement value.

Disclaimer

We the "All-Suite Resorts Österreich GmbH" are not liable for property or valuables brought or lost.

Pets

We are pleased that you have decided to spend your holiday with your four-legged friend although the furniture is reserved for our two-legged guests. Pets are not allowed in the entire wellness area. Your pets daily business must be removed - we have provided appropriate bags for this purpose. Leashes are compulsory throughout the resort.

Waste separation

We pay a lot of attention to waste separation in Tyrol, which is also compulsory for our guests. In order to simplify waste separation for you, various containers are available in the flat. Waste is sorted into the following categories: Residual waste, paper, cardboard, plastic, coloured glass, white glass, metal and organic waste. In case of non-compliance, we will be charging penalties.

Smoking

Smoking is prohibited in all indoor areas of the resort. Please leave the apartment to smoke outside. Please dispose the cigarette stub to the provided ashtray provided, which is located on the terrace / balcony.

Cleaning

The final cleaning is included in your booking.

By the end of your stay we kindly ask you to leave the apartment well swept. Please put dishes and kitchen utensils either clean and dried back into the cupboards or into the dishwasher, which you switch on before departure.

Cleaning utensils are available in the cupboard for the broom-clean handover. For soiling that exceeds the standard broom-clean condition, we will charge you the additional cleaning costs.

Intermediate cleaning can be easily booked via our digital room folder or with our reception team.

To avoid drain blockages, please refrain from disposing of leftover food, harmful liquids, toiletries or waste in toilets, sinks, washbasins, etc.

Quiet periods

In the spirit of good neighbourhood, we ask you to observe the public quiet periods midday, at Night and Sunday rest. Out of consideration for your neighbours, excessive noise should also be avoided in the apartments from 10 pm to 7 am.

Ski and bike room

The ski and bike room is available for the storage of sports equipment. Storage in the apartment is not permitted.

Wellness

While using the wellness area, you agree with the bathing and sauna rules and follow the age restrictions for the sauna and pool.