

Guest Policy

Dear Guests,

We are pleased to welcome you to our hotel. To ensure that your stay—and that of our other guests—is as pleasant as possible, we kindly ask you to observe the following house rules.

1. General Behavior

1.1 Please be considerate of other guests and staff members. Avoid unnecessary noise, especially during quiet hours (see point 3).

1.2 By booking and using our facilities, you accept these house rules as part of your stay.

2. Check-in and Check-out

2.1 Your room will be available **from 3:00 PM** on the day of arrival.

2.2 On the day of departure, please vacate your room **by 11:00 AM**. Late check-in/out may be available depending on availability and for an additional fee.

3. Quiet Hours

3.1 Our quiet hours are **from 12:00 AM to 7:00 AM**. Please be especially considerate during these times.

3.2 Parties or loud activities that may disturb other guests are not permitted during quiet hours.

4. Use of Hotel Facilities

4.1 Damages to Property

- Guests are liable for any damage caused by themselves or their companions to furnishings, furniture, or other hotel facilities.
- The hotel reserves the right to charge for repairs or replacements.
- Please inform us immediately in the event of any damage so that we can resolve it as quickly as possible.

4.2 Theft and Willful Damage

- Theft or willful damage to hotel property or that of other guests will always be reported to the local authorities.
- In such cases, the hotel reserves the right to terminate the guest's stay immediately and claim damages.

4.3 Guest Liability

- Guests are liable for all costs incurred due to replacement, repair, or cleaning if they are directly or indirectly responsible.
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5. Fire Protection and Safety

5.1 Please keep hallways and emergency exits clear at all times and follow the instructions on the emergency escape and rescue plans (displayed in your room in a picture frame).

5.2 For safety reasons, the use of open flames such as candles is strictly prohibited.

5.3 Always lock your room when leaving and store valuables in the in-room safe or at reception.

6. Disturbances and Complaints

6.1 Should any disturbances arise, please contact reception directly. We will do our best to resolve your concerns as quickly as possible.

Our hosts are available **from 7:00 AM to 10:00 PM**. In emergencies, we can be reached by phone at **+43 664 88476400**.

7. Cleaning and Waste Disposal

7.1 Rooms are cleaned daily between 9:00 AM and 4:00 PM. If you do not wish for housekeeping, please press the button on the iPad in your room.

7.2 Please dispose of waste in the designated bins.

8. Liability

8.1 Guests are liable for any damage to or loss of hotel facilities in accordance with legal regulations.

8.2 The hotel assumes no liability for personal belongings left unattended in public areas or in the room.

9. Departure

9.1 Please ensure you take all personal belongings with you. Unclaimed items will be stored for 4 weeks.

9.2 Please leave your room in a tidy condition and vacate it by the designated check-out time (11:00 AM).

10. Smoking and Environmental Protection

10.1 Smoking: Our hotel is non-smoking. Smoking is only permitted in designated areas (pool terrace).

In the event of a violation, a special cleaning fee of **€350 per incident** will be charged.

10.2 Sustainability: Please help us protect the environment by using energy and water responsibly.

Towels are changed upon request—simply place used towels on the floor.

11. Data Protection

11.1 Your personal data will be processed solely for the handling of your stay and in accordance with applicable data protection regulations.

12. Pets

12.1 Animals of any kind are not permitted in the hotel and are not allowed in rooms or the lobby.

Assistance dogs are permitted only by prior arrangement with management and upon presentation of a Messerli Research Institute ID.

The decision to accept an assistance dog lies solely with management.

12.2 In the event of non-compliance with the no-pet policy, our cancellation terms apply. If the dog is approved, a fee of €45/day and a final cleaning charge of €100 will apply.

13. Adults Only

13.1 As of January 7, 2025, we are an adults-only hotel welcoming guests aged 18 and older. If guests arrive with children under 18, we reserve the right to cancel the booking and apply cancellation fees.

This also applies if a child is booked as an adult, as this constitutes fraud and misrepresentation.

Children **aged 15** and older are welcome as **external guests** at the Bistro/Ankkuri restaurant but must comply with the house rules.

14. Final Remarks

Thank you for your understanding and cooperation.

Should you have any questions or special requests, our team is always available.



We wish you a pleasant stay!

**Warm regards,
Your NILS am SEE Team**

