

# Linserhof Ferienappartements

## (FAQ)

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### 1) CHECK-IN/CHECK-OUT

#### **Check-in: after 4 pm and until 11pm latest!**

We will contact you 3 days prior your arrival asking you to inform us about your approximate arrival time. Early arrival before 8 is not possible! If you prefer to arrive after 8 am we will open our changing room for you to give you the possibility to change clothes and go skiing.

Important: At Check-In all persons (full number of persons) who have booked are needed handle check-in. This means everyone needs to be present!

## **Check-out: until 8:30 latest**

On departure- and arrival day we offer to our guests our new “changing room” with toilet, shower and hair dryer in case of early arrival or late departure. Right nearby you can find our coffee maker which provides coffee, latte macchiato, cappuccino and hot chocolate - TO GO for EUR 1,-- per cup.

## **2) LATE ARRIVAL (after 6 pm)**

**Pre-booking necessary!!** Please contact us per email or phone in case that you will arrive later than 6 pm. We will explain you how we will handle it. Tel.: 0043 (0) 5254 2617! We kindly ask you to inform us also in case that you are late because of a traffic jam etc..

## **3) DEPOSIT**

At your arrival we will require a damage deposit of EUR 250,-- per apartment. This amount will be refunded on departure day after an inspection.

## **4) PAYMENT TERMS**

**We are not able to accept any credit cards etc.! We ask you to pay the bill the evening before leaving our house latest IN CASH!**

## **5) ADDITIONAL PERSONS:**

Every additional person (adults as well as babies and children) is on charge and on pre-reservation ! They need to be confirmed by Linserhof Ferienappartements 7 days BEFORE your arrival latest!! (In case that you would like to bring an additional person please contact us in time!!) Additional persons who are not booked in advance are not accepted!

**In case of additional, not pre-booked we will stick to our right to cancel the reservation immediately. (The whole amount for the stay has to be paid and the apartment has to be left immediately.)**

## **6) WASTE SEPARATION**

Rubbish has to be separated in plastic, stained glass, white glass, metal and paper. The Containers are in front of our ski storage room. Residual waste is only food, cigarettes and pampers etc. If waste is not separated or not separated correctly we have to charge an **additional fee of EUR 80,--**.

## 7) PARTY IN THE VILLAGE!

To grant a pleasant stay to all of our guests we also take care that **AFTER 8 PM party** stays in the village and everybody has the possibility to relax and sleep after 22 pm at Linserhof Ferienappartements. **We do not accept any PARTIES, LOUD MUSIC OR NOISE!**

We reserve the right to require the eviction of the apartment without any compensation or refund in case of breach of the above rules.

## 8) KEYS

There are 2 keys per apartment prepared. If you need more keys this would be possible. But in case of loss of a key we have to charge EUR 100,-- per key.

## 9) SKI- and SNOWBOARDBOOTS

Wearing ski- or snowboard boots is only allowed until the ski storage.. In this ski storage you can also find our ski boot heater.

## 10) NON-SMOKER

**We are a NON-SMOKER Guest house!** SMOKING IS NOT ALLOWED! For our smoking guests we will prepare ashtrays at the balconies and in front of our main entrance door.

## 11) INTERNET = W-LAN

Internet=W-LAN (on charge): EUR 10,-- per internet access code valid for 7 days (168 hours), only 1 user on same time if this user logs out another can log-in. (purchase of more codes per apartment possible.)

## 12) DOGS/PETS

**ONLY ALLOWED IN APARTMENT 1 + 4! (ON REQUEST) Additional fee!** We ask all our guests to take care:

- Our beds, sofas, chairs etc. are for human being's only
- There are also other guests with dogs in our building. To avoid problems we ask you to keep on a leash while leaving or entering our building
- Dog owners are liable for any damages!!

### **13) PRIVATE PARKING**

We offer a private parking for all guests of our guest house.

### **14) CONTACT PERSON**

**As our family lives in the same building we are at your disposal for any questions you may have or further information's you may need during your stay.**

### **15) BREAD DELIVERY SERVICE:**

We offer a fresh bread delivery service from **Monday till Friday (5 days): rate EUR 5,-- per apartment**

The order form has to be filled out and given to at before 4 pm the day before. Costs of bread per piece will be charged according your order form!

#### **Fresh bread delivery service on Sundays or national holidays**

EUR 3,-- per Sunday or national holiday/apartment additional rate to fresh bread delivery service on weekdays!

Offer only valid in combination with fresh bread delivery service on weekdays.

The order has to be done at 4 pm the day before at Linserhof Ferienappartements. (For delivery on Sunday we need order on Friday before until 4 pm!!) No delivery or order on Saturday possible!!