

## Accommodation Regulations

### Haus am Hirschberg

Address: Unterer Hirschbergweg 3, 5541 Altenmarkt, Austria

Tel: 0043 6452 4131, Fax: 0043 6452 4131-32,

Email: [info@haus-am-hirschberg.at](mailto:info@haus-am-hirschberg.at), [info@ceskypenzionvalpach.cz](mailto:info@ceskypenzionvalpach.cz)

**Property manager: Petr Fuksa: 00420 777 787 237**

#### Check-in and Check-out; Rules of Accommodation:

1. Only persons with a valid ID (passport or identity card) can check in.
2. Unless agreed otherwise with the property manager, the check-in time is after 4pm on the day of arrival.
3. The guests will receive a key to the suite to be used only for the agreed and paid length of the stay.
4. On the day of arrival, please pay for the entire agreed length of the stay in the suite, the Altenmarkt "Kurtaxe" tourist tax (currently at € 1.10 per person over the age of 15 per night), and the departure cleaning charge of € 45.
5. Unless arranged otherwise, the suite remains booked until no later than 8pm on the agreed day of arrival; after 8pm the booking is cancelled without compensation.
6. To make a booking, please contact the property manager either in person, by email, or by phone.
7. On the day of arrival, check that the furnishings in the suite comply with the inventory list and report any discrepancies to the property manager. Claims made thereafter will not be considered.
8. Guests are obliged to pay in full, in cash and on the spot, for any damage to or discrepancies with the suite furnishings against the inventory list of the suite.
9. On the day of departure, please vacate the suite, by handing the relevant key to the property manager, no later than by 9:30am unless agreed otherwise with the property manager. In the event of a failure to hand the suite over to the property manager in time, you may be charged for another day or evicted from the suite without your consent.
10. On the day of departure, guests shall remove their belongings from the suite and dispose of all their rubbish in line with recycling principles, placing it in the "Müllraum" outdoor room, which is designated for separated waste.
11. On the day of departure, the guest shall remove all food, leftovers, and such from the fridge in the suite!
12. Guests must immediately report the loss of a key to the property manager and pay the replacement costs in cash before checking out.
13. If guests wish to extend their stay, the property manager may offer another suite for use.
14. Guests have the right to stay in the suite and use its furnishings as described in the inventory list, which is available in every suite.
15. Unless authorized by the property manager, guests shall not move the furniture or otherwise interfere with the furnishings of the suite.
16. Neither the lodge nor the property manager is responsible for loss or damage to the guests' belongings.
17. Unless authorized by the property manager, do not move the furniture or otherwise interfere with the equipment of the lodge in the common areas of the building.

#### Additional Services

##### 1. Sauna

Lodge guests may use the sauna FREE OF CHARGE for 2 days a week: Monday and Friday. On other days by appointment only. To use the sauna, it is necessary to book it in advance on

the list placed on the board at the main entrance. On the other days, the cost of sauna is set at a fixed price of €22 for 1 to 6 people (maximum capacity is 6 people).

#### **Guests' Responsibilities:**

1. When inside the building, wear slippers.
2. Store your skis, ski boots, bicycles, or other sports gear in the ski storage room in the basement. Leave your shoes and boots on the shoe rack.
3. Store sports equipment in designated areas.
4. For safety reasons, do not leave children unattended.
5. Observe the quiet policy from 10pm to 6am.
6. Keep tidy and recycle, using designated areas – i.e., the "Müllraum" room outside the building.
7. When leaving the suite, turn off the lights, turn off the water tap, turn off the TV or other electrical appliances, close the windows, and lock the door. Lock the main entrance of the building after 10pm.
8. Protect the furnishings and equipment of the premises in use from damage.
9. Report any damage or need for repair without delay, in order to prevent damage to the property.

#### **Pets Policy**

Pets are welcome only with the prior consent of the property manager. Upon request, the owner must submit proof of the pet's sound health and vaccination certificates. All dogs must wear a muzzle and be on a leash at all times while on the lodge premises. Please prevent your pet from making noise that would disturb other guests (e.g., barking, howling). Failure to do so will result in the immediate termination of the pet's stay in the premises. The owner is responsible for the safety of others and for any damage the pet may cause to health or property. Any damage must be immediately settled in cash and on the spot.

**Children may use the playground behind the lodge only if accompanied by an adult.**

**Motor vehicles may be parked only in designated parking areas.**

**The suites and other common areas of the lodge are NON- SMOKING!**

#### **Comments, Complaints**

Any comments or complaints concerning the accommodation must be made immediately to ensure remedy thereof. If the reported problem has not been dealt with, a written agreement between both parties must be signed.

**All guests must respect the Accommodation Regulations! In case of violation, the Provider reserves the right to terminate the stay without compensation!**

Altenmarkt, on 1 April 2013

VIKA TOOR s.r.o. (GmbH)  
Owner of Haus am Hirschberg