



Welcome to the Alpenhof!

We hope you had a good journey and have settled in a bit with us.

We will certainly get to know each other personally today or in the next few days. We are very pleased that you are spending your vacation with us. On the following pages you will find everything you need to know about your stay. If you have any questions, suggestions or complaints, please contact us personally.

Your Zapletal family

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**Arrival**

Your room is usually ready for occupancy from 15:00 on the day of arrival.

**Alpenhof-App**

At the end of this brochure, you will find a QR code for downloading our [Alpenhof app](#).

**Baby cots / babyphone**

We would be happy to provide you with a baby bed for EUR 20 per day including bed linen. If you have forgotten your Babyphone or the range is not sufficient, you can borrow one at the reception.

**Bathrobes**

Hotel bathrobes are available for you in all rooms for the duration of your stay. We ask you to leave these in your room when you leave. If we miss a bathrobe, we will charge for it. You are welcome to purchase Alpenhof bathrobes for EUR 64.50/ EUR 74.50 at reception. If you want us to change the bathrobe, please throw it in the bathtub - but please understand that we cannot do this every day (also for the sake of nature).

**Bar**

The hotel bar is open daily from 18:00 to 24:00. If there are no guests in the guest area after 22:00, we reserve the right to close the bar before 24:00.

**Beds**

Basically, all mattresses are medium firm. If the mattress is too hard or too soft for you, please let us know - we can adjust the slatted frame, put a topper on it or even exchange the mattress for a softer or harder one.

**Bedding / pillows**

All our duvets are filled with high-quality down. If you are allergic to down or would like a different duvet, please let reception (tel. 9) or your room maid/room boy know. We have firm 40x80 pillows, neck support pillows, 80x80 down pillows, grain pillows and down-free or extra long duvets. We are also happy to provide allergy-friendly bed linen on request.

**Bus Connection**

In the months of approx. middle May to middle of October (summer timetable) the bus departs 4 times a day directly at the hotel entrance. Current timetables are available at:

<https://www.dbreiobus-bayern.de/fahrplan/kursbuchtml> (line 841).

In the winter months, the nearest bus stop is about 1km away.

We are also the stop of the dial-a-bus - you can get more information at reception.

**Bicycle Garage**

At the end of the hotel car park on the left is our bicycle storage in the wooden extension. There you can store your bikes in a locked room. You can also charge your e-bikes there. The room is under video surveillance.

Please have your key card activated at reception for use.

**Bicycle rental**

We have mountain bikes, which you can borrow for a small fee. Furthermore, e-bikes are available for hire in the summer months. For more information and prices please contact the reception.

**Board games**

In the chest of drawers in the alpine lounge we have a selection of board games ready for you.

**Conditions /terms /GTC**

Our general terms and conditions can be found at the end of this information folder on page 13.

**Cosmetic studio**

In our treatment area at the "Wohlfühl-Sauna-Alm", accessible via the elevator near the reception, we have our cosmetic studio with products from Dr. Spiller. Please make appointments at the SPA reception or at the hotel reception.

## **Children**

The restaurants and public areas are not suitable as play zones. Please exercise caution and watch your children at all times, as our employees could endanger playing children with hot food or glasses, for example. Please also note that the hotel corridors are considered quiet zones. Please do not leave your children unattended at any time as the hotel cannot accept any liability.

**Children under the age of 16 are not permitted in the sauna area.**

## **Children's playground / children's playroom**

Our little guests can let off steam in the children's playground. There is a children's playroom in the basement of the restaurant (down left in front of the bar). It would be desirable if you or your children left it as properly as you found it.

## **Copy service**

You can have photocopies made at the reception. We calculate this with EUR 0.30 per page b/w or EUR 0.60 per page in colour.

## **Departure**

Please plan that your room is vacante by 11:00 on the day of departure. If the room is released later, we reserve the right to charge 50% of the room price.

For a fee of EUR 26 per person, you can stay in the wellness area at any time after your room has been vacated at 11:00 until 20:00 (incl. tea bar and lunch & cake buffet). Please take your bathing bag, bathrobe and slippers (available on request) out of the room and return them upon departure.

## **"Do not disturb!" signs**

Please hang the sign on the outside door if you do not want to be disturbed / the room should not be cleaned. They help our housekeepers to clean your room quickly and avoid unnecessary disruptions.

## **Dresscode**

Please respect our "casual elegant" dress code and refrain from wearing jogging clothing, sportswear, armpit shirts, flip-flops, men's sandals, hotel slippers and overly casual clothing at breakfast and when visiting the restaurant and bar in the evening. So that you do not have to change your clothes during your stay in our wellness area, you are welcome to have your coffee in the afternoon in your bathrobe.

## **Dogs**

Guests and four-legged friends should feel comfortable in the Alpenhof, which is why we only accept a limited number of well-behaved four-legged friends and only in selected rooms. You are also welcome if you are treated as such. Therefore, we ask you not to let your animals in bed and on the seating. In the interest of all guests, animals have no access to the main restaurant, the wellness area and the lawn. If you leave your four-legged companion alone in the room, simply hang the sign "Do not disturb" on the door. Furthermore, do not let your four-legged friend do his "business" in the immediate vicinity of the hotel. Directly in front of the hotel entrance there is a "dog toilet" with rubbish bags and a collecting container - please use it!

## **Damage**

If a mishap happens to you or you spill something, please let us know as soon as possible so that we can repair the damage ourselves if necessary. Damage / contamination, especially of the carpets, will be invoiced if they can no longer be cleaned - this is normally covered by your liability insurance for this type of damage.

## **Early check out**

Please register your early departure as early as possible to make it easier for us to relocate and to avoid cancellation costs. If it is not possible for us to rent the room elsewhere at short notice, we will unfortunately have to charge you 80% of the price of the booked room category for the remaining days. We ask for your understanding.

## **E-Charging station**

There are 4 charging stations in the adjacent parking lot at the hotel entrance. You will receive your own charging card on loan at reception, which is assigned to your room number and which you can use to charge your car. Just leave it there overnight to charge. We currently charge EUR 0.55 per kWh.

## **Electrical connections**

Our normal voltage is 230 volts AC. You can borrow adapters for other connector standards from reception.

### **Escape plans**

In the event of an emergency, please note the escape plans posted on your room door and in the hotel corridors.

### **Express-Check Out**

If you deposit your credit card with us and authorize us to charge it or provide us with a company address, you do not have to report to the reception again on the day of departure and ask for your invoice, because we will send it to you by post or email. Please do not forget to leave the key cards and possibly guest cards in the room.

### **Early Check Out**

If you have to leave before 7:30, you are welcome to take a packed lunch ( EUR 10.-) with you or we will reduce the room price by EUR 16 per person if you do not want breakfast. Please contact your waitress or reception the evening before.

### **Emergency / emergency doctor**

For emergencies, please dial 9 (reception) during the day and (0) 0171 8081022 at night or the official emergency numbers (0-112 emergency doctor/fire brigade and 0-110 police).

### **Fax receiving / sending**

You are welcome to have faxes sent to you at the reception (subject to charges) or to receive them. Our fax number: (+49) 08652 64399.

### **Gym**

Our fitness/weight rooms are located in the basement of the restaurant (in front of the bar on the left). You have access there with your key card. Children under the age of 16 are only permitted there when accompanied by an adult. Use at your own risk. These are open from 7:00 to 22:00.

If you have any questions about the equipment, please contact the reception.

### **Guest card (tourist card)**

The local tourist tax is charged per person per day and is not included in the room price. We forward 100% of these to the tourist information. When you register at the hotel, you will receive a link to your guest card by e-mail and, on request, a guest card that will give you various discounts in our district.

### **Dining rooms**

In the area of the guest rooms next to the reception are the main restaurant, the side restaurant "Jennerterrasse", the bar, the sun terrace, the Alpine lounge with the fireplace and the "Bauernstube" (for small events). All rooms are non-smoking areas.

### **Golf**

We are partner hotel of the Berchtesgaden Golf Club on Obersalzberg and the Berchtesgadener Land Golf Club in Ainring. Upon presentation of our hotel business card, which you will receive at the reception, you will receive a 30% discount on the green fee and 10% on all other services. Reservation phone: 0 - (08652) 2100.

### **Grandewater**

You will feel it! In the shower, in the swimming pool and while drinking. The revitalized water is fresher and has a pleasantly soft feeling on the skin when bathing or showering. The water is treated according to Grandeur throughout the hotel. More information at: <https://www.grander.com>

### **Housekeeping**

Our staff will clean your room between 8:30 and 14:00. Please let us know in advance if this should not be possible for you so that we can change this accordingly. In order to support our housekeeping and enable quick room cleaning, we ask you to make use of the hanging signs "Please clean the room" or "Please do not disturb!"

### **If you want to skip cleaning one day, please hang out the "Green Tree sign" on the door before 8:30, leave it there for the morning.**

We will not clean your room on this day, will note this and as compensation we will have trees planted through the organization "PLANT-MY-TREE". So, you and we do something for the environment twice: it saves the environment from cleaning agents and detergents, and you do something good for the environment. But the final decision is still yours.

**Hair stylist**

The reception will be happy to help you book an appointment.

**Half board (included dinner menu)**

In principle, the room prices shown include breakfast, a lunch- and cakebuffet and an evening menu. Please select the main course of your choice for dinner in the morning and write it down on the sheet. If you do not want half-board daily, please let us know by 11:00 or write it down on the menu sheet - we will then reduce the room price by EUR 26 per person/ EUR 19/12 per child. The lunch and cake buffet in the afternoon cannot be deselected.

**Hiking sticks**

You can borrow hiking sticks for free at the reception.

**Hygienic products**

Should you ever need something like a razor, toothbrush, toothpaste, etc. forgot, you can buy it at the reception. Sun creams as well as soaps, shower gels, body lotions etc. from the cosmetic line in your room are also for sale.

**Internetaccess / WIFI/ PC**

You have WIFI throughout the hotel (Alpenhof). Choose this network and accept the terms and conditions.

If you have any problems setting up access, please contact the reception (tel. 9) - Mr. Zapletal or Mr Kardaetz can set this up for you.

Did you forget your own PC? I Pad's are available at the reception (rental fee EUR 10 per day).

**Ironing service / sewing service**

Our house laundry will be happy to iron your laundry (please allow approx. 1-3 hours during normal operating hours) or take on smaller sewing work for you (subject to a charge) during the laundry operating hours. Please fill out the laundry list in the information folder, enclose it with your laundry and hand it in at the reception.

**Ironing board / iron**

On request, we can bring an ironing board and iron to your room to iron yourself. Please speak to your room maid or let the reception know.

**IT support service**

In most cases, Mr. Zapletal or Mr Kardaetz can help you to set up your PC / tablet. If this is not possible, we will be happy to contact a professional support service (subject to a charge). Please contact the reception.

**Keycards**

Your room card opens your room door, the fitness and weight room doors, the ski cellar/bicycle garage (please have it unlocked separately) and the side entrance "Watzmann Eingang". Please be sure to take these with you when you go out in the evening, as our house is locked at night. Please make sure not to keep your room card together with your mobile phone, as this could otherwise be deleted. On the reserved day of departure, your card is automatically blocked from 13:00 - please give it to reception when you leave. If you lose it, we unfortunately must charge you EUR 5.-.

**Luggage storage**

We are happy to leave your empty suitcases in our secure accommodation space during your stay so that you have more space in the room.

**Luggage service**

We will be happy to transport your luggage from or to the car. Please contact the reception (tel. 9).

**Liability**

We are liable within the framework of the statutory hotel liability.

**Lawn**

If you want to enjoy a lazy day, retreat to a sun lounger in the hotel garden. Access is via the indoor swimming pool or the elevator to the "K" floor.

### **Lunch packet**

If you need a packed lunch for a long hike or the journey home, we will be happy to arrange this for you (EUR 10). Please contact the reception (Tel. 9), the kitchen (Tel. 104) or your waitress.

### **Laundry service**

We are happy to wash normal laundry for you during the laundry's operating hours - laundry bags are in your room. Please fill out the laundry list in the information folder and hand it in at reception (return on the same day if handed in before 8:30).

### **Linen change**

In principle, your bed linen will be changed every 3-4 days. If you would like an additional change of bed linen, we will be happy to do this for an additional fee of EUR 10 per bed. Please let your maid or receptionist know.

**If you do not want to be cleaned, please hang the green "tree planting sign" on the door after 08:30 and leave it there.**

**We will not clean your room on this day, we will make a note of this and, as compensation, have trees planted via the "PLANT-MY-TREE" organization. So you and we are doing something for the environment twice: it saves the environment cleaning and detergents and you are doing something good for the environment. But the decision is of course still yours.**

### **Meal times**

Breakfast: from 7.30 to 10.30 (included)

Lunch buffet: from 13:00 to 14:30 (included)

Cake buffet: from 14:30 to 16:30 (included)

Dinner: from 18:00 to 20:00 (last order)

we close our restaurant at 21:30 –please continue your evening in the upper guest area at the bar

### **Mobile Phones**

In order to make it as relaxing and pleasant as possible for all guests, **we ask you not to use your mobile phones in the restaurant, in the guest rooms, the terrace and in the wellness area.** If you have forgotten your charging cable - we rent charging cables for the most common mobile phones at the reception.

### **Massage**

In our treatment area at the SPA, accessible via the elevator at reception, we have various rooms for a wide variety of massage treatments. Please make appointments at the SPA reception or at the hotel reception. Price lists are in your room.

### **Minibar**

There is a minibar in all rooms. Since these were almost never used in the past, they are also unplugged and not filled during the power-saving measures. If you would like to use it, please let reception know. Alternatively, there is a well-stocked drinks and snack machine near the reception. The bottle on the table is a gift from the hotel.

### **Morning post (German only)**

On our morning post, which is on your breakfast table every day, you will find various tips for events and hiking suggestions in addition to the evening menu. You can also find our morning mail every day on our [Alpenhof app](#).

### **Messages**

If we cannot reach you personally, messages to you will be deposited in your key compartment at the reception.

### **Meetings / seminars**

We have a conference room for max. 20 participants as well as the complete conference technology (projector, screen, overhead, flipcharts, pin boards, video, etc.). For questions in this regard and questions about our conference packages, please contact the reception.

### **Mail**

Incoming mail will be placed in your key compartment at the reception. Please send outgoing mail to the reception by 12:00 - this will then be given directly to the postman.

### **Night entrance**

From 22:00 to 6:00 our hotel entrances are usually closed off. If you plan to return later than 22:00, please take your room keycard with you - it will unlock the side entrance at night (Watzmann Eingang) righthand of the main entrance.

### **Newspapers, magazines**

Current daily newspapers and magazines are available in the info corner in the hotel lobby. Please do not take them to your room or bring them back after reading so that other guests can benefit from them. We would be happy to order your own copy (picture, world, FAZ, South German) (subject to a charge) and put it on your breakfast table. Please contact the reception.

### **Parking**

In front of the hotel you will find sufficient parking spaces and you can park your car for free. The parking lot is under video surveillance.

### **Pool indoor**

Our indoor pool (30°C) is open daily from 7:00 to 20:00 It has the dimensions of 9 x 12m and is 1.35m deep and is located in the last building in the basement. A hydro-flow system and a floor bubbles are available in the pool.

### **Pool outdoor**

Swim in the year-round heated outdoor pool (30°C/ 8x12m/ 1.35m deep) - accessible through a sluice in the connecting passage from the indoor pool to the sun pavilion. Please note the following opening hours:

**Summer: from 08:00 to 20:00**

**Winter & low season: from 11:00 to 19:00**

We reserve the right to temporarily close the outdoor pool in particularly bad weather. During thunderstorms, the use is prohibited.

### **Postcards/ stamps**

For holiday greetings and as a souvenir, there are postcards from the beautiful surroundings and from the hotel at the reception. We would also be happy to stamp your mail for you and give it to the postman.

### **Reception**

Our reception staff are at your disposal every day from 7:00 to 22:00 with help and advice. You can reach us by telephone on number 9. Between 22:00 and 7:00 we can be reached at 0171 8081022 (**for emergencies only**).

Reservations and invoices are processed between 7:30 and 22:00.

Here you can also find out everything you need to know about the hotel and the surrounding area. You can also arrange your wellness appointments there, order tickets or ask any questions. You can get your hotel slippers here too.

### **Rest periods**

In the interest of rest and relaxation, we ask you to pay special attention to the rest periods from 13:00 to 15:00 and from 22:00 to 8:00. At 23:00 we must close the terrace and ask you to continue your cosy evening at the bar.

### **Restaurant bill**

To avoid incorrect bookings or mix-ups, we ask you to request and sign your drink receipts in the restaurant or at the bar before you get up. The collected receipts are then offset against the hotel bill. **Later complaints can no longer be considered.**

### **Room breakfast**

Of course, we are also happy to serve breakfast in your room. The corresponding breakfast menu can be found in the information folder in your room. Please fill them out and hand them in at the reception by 22:00 the previous evening or call 9 or 104. We charge a service surcharge of EUR 17 per service.

### **Room service**

Hot meals from 18:00 to 20:00. Drinks are available in room service from 7:00 to 22:00 at the restaurant price plus room service fee.

Please dial the number "9" (reception) or "104" (kitchen) to place your order. The calculation of the service fee is calculated according to the effort, but at least EUR 3.- per service.

### **Sewing utensils**

You will find a set for small repairs in your room. We are also happy to take on small sewing jobs for you (subject to a charge) during the laundry operating hours - please contact the reception.

### **Safe**

There is a value safe in your room. You can program this yourself. Please leave it open when you leave. The safe is insured as part of hotel liability (see also terms and conditions). You can also deposit particularly high-quality items at the reception in the hotel safe.

### **Scanning service**

You can have documents scanned at the reception (if necessary, for a fee).

### **Shoeshine machine / shoe shine service**

A shoeshine machine is located next to the elevator on the ground floor. You will find shoe cleaning utensils in your room. You can also give us your shoes for cleaning - this service is charged at EUR 15 per pair of shoes.

### **Smoking/ non-smoking/ Cannabis consumption**

In Bavaria there is an absolute smoking ban in all publicly accessible rooms and guest rooms. Unfortunately, we only have the option of asking you to only smoke outdoors. We have also installed an infrared heater on the terrace for cold days. The consumption of cannabis is prohibited on the entire hotel property.

### **Swimming pool towels**

You will find bath towels in the basket in your room. Please take them back to your room and throw them in the bathtub if you want to change towels.

### **Shuttle service**

Our partner company Angerer takes over trips of all kinds and the trips to and from the airports / train stations. For more information, please contact the reception.

### **Ski storage**

At the end of the hotel car park is our ski storage in the wooden hut. You can store your skis / snowboards there. There is also a ski boot dryer available - it switches on automatically in the evening. The room is under video surveillance.

Please have your key card activated at the reception for use.

### **Sun pavilion**

To relax, read or rest for hours, we have created our sun pavilion. You can reach him through the indoor pool. Please be calm there. The sun pavilion is open daily from 8:00 to 20:00.

### **TV program**

A current television program is ready for you in your room. In addition, we have 3 additional Sky channels for you - use is free of charge. A list of the program sequence appears on your TV when turned on and press button "TV".

### **Towels / bath towels**

Can you imagine how many tons of towels are washed unnecessarily every day in the hotels and how much detergent is harmful to the environment?

*Please decide:*

**Throwing towels in a bath or shower means: Please replace!**

**Towels back on the holder means: I'll use them again!**

### **Taxi**

Please contact the reception if you need a taxi or call 0 - (08652) 4041.

### **Telephone**

With the telephone in your room, you can dial directly outside. You only have to preselect a "0". If you want to call from room to room, simply dial the room number. To have your room called directly from outside, leave out the "0" of our main telephone number (602-0) and add your room number (e.g. room 126 has the telephone number (08652) 602-126. Important telephone numbers on [page 12](#) .

### **Tennis**

At the edge of the forest, we have a tennis court with sand. You will receive the key at the reception. The place as well as the rental of tennis rackets and balls is free for hotel guests. Please pull it off after use and only wear profile-free sports shoes.

### **Tip**

If you are satisfied with the service of our house, our employees are of course also happy to receive a donation. You can hand these over personally to individual employees or put them in one of the piggy banks at the reception, kitchen or restaurant.

### **Umbrella**

An umbrella is at your disposal in every room. You are also welcome to purchase this for EUR 25. Additional umbrellas are available at the reception.

### **Video surveillance**

For your safety and ours, some areas in our hotel are under video surveillance. These are currently the car park (to monitor your vehicle), the reception (for our safety), the fitness and games rooms (protection against vandalism), the terrace and the ski/bicycle depot as well as the water areas of the indoor pool, outdoor pool and whirlpool (for your own security). The recordings are stored locally for 72 hours and then deleted. If you have any questions about this, please contact Mr. Zapletal. The monitoring complies with the requirements of the GDPR.

### **Volleyball / badminton**

There is a volleyball field on the meadow in front of the restaurant, which is available to our guests. You can rent a ball or racket for badminton at the reception free of charge.

### **Valuables**

You can store valuables in your room safe. This is insured as part of hotel liability (see also terms and conditions). You can also deposit very valuable items at the reception in the hotel safe.

### **Wake up call**

If you would like to be woken up, please let the reception know (tel. 9). We then program a telephone wake-up call during reception opening hours. You can also program this yourself on the telephone: Lift the handset - enter \* 55 \* hhmm and hang up.

### **Whirlpool**

In the area of the outdoor pool is our whirlpool with 37° C outdoors, which is in operation all year round. It is open daily from 11:00 to 19:30.

### **WIFI**

You have WIFI in the entire hotel building. Connect to the "Alpenhof" network, open the browser, accept the terms and conditions and terms of use and click on "Login". If you have any problems with access, please contact the reception - an employee or Mr. Zapletal will help you.

### **Wellness area/ "Wohlfühl-Sauna-Alm"**

Our wellness area includes a treatment area with cosmetics studio, massage rooms, oriental massage room, Rasul bath, wet massage room and Almbad as well as a sauna area with sauna hut (90°C), nudist fresh air area, brine steam bath, herbal pine sauna (70°C), Bio-sauna (50°C), pine infrared cabin, Physiotherm infrared cabin, relaxation grotto, relaxation beds, relaxation room and sun pavilion. You can reach the sauna area via the lift through the treatment area or via the entrance to the indoor pool.

**We kindly ask you to wear swimwear in the swimming pools and whirlpool. The saunas are nude areas.**

The Sauna-Wohlfühl-Sauna-Alm opens at 10:00 - the saunas are heated from 11:00. The entire wellness area closes at 20:00.

**Last but not least'**

We hope you enjoyed your stay with us. We would be delighted to welcome you back to us once in a while. We are always open to constructive criticism, suggestions for improvement and, of course, praise. We are happy to receive your suggestions personally - or you can tell us your opinion on our feel-good barometer, which we will put on your breakfast table on the day of departure.

Goodbye and wish you a safe journey home

The Stefan Zapletal family & the entire Alpenhof team

## Important phone numbers

You get an office by dialing the "0" - then the dial tone sounds. There is a quick start guide and minute charges for the most important countries on your phone.

### Notrufnummern

Ärztl. Bereitschaftsdienst  
 Notarzt  
 Feuerwehr  
 Bergrettung  
 Polizei  
 Giftnotrufzentrale  
 Hausarzt Dr. Wienert  
 Kreiskrankenhaus

Tierarzt Notdienst

### Apotheken

Grünstein-Apotheke  
 Bahnhofs-Apotheke

### Reiseauskunft

Deutsche Bahn Reiseservice  
 Flughafenshuttle Angerer  
 Taxizentrale

### Service nummern

Internist Dr. Zhorel  
 Augenarzt Dr. Beausencourt  
 Zahnarzt Dr. Kurz  
 Frisör Bernadette

### Sehenswürdigkeiten

Jennerbahn  
 Kehlsteinhaus  
 Schifffahrt Königssee  
 Salzbergwerk  
 Bauertheater

Pannenhilfe Zange

Auskunft National  
 Auskunft International

### Hotelinterne Nummern:

Rezeption (7.00-22.00)  
 Wellnessbereich  
 Küche  
 Notruf bei Nacht

### Emergency numbers

Emergency medical service (0) 116 117  
 Emergency doctor (0) 112  
 Fire department  
 Mountain rescue  
 Police (0) 110  
 Poison Control Center (0) 089 19240  
 GP Dr. Wienert (0) (08652) 63160  
 District Hospital (0) (08652) 570

Veterinarian emergency service (0) 0175- 718890

### Pharmacies

(0) (08652) 96390  
 (0) (08652) 3237

### Travel information

Deutsche Bahn Travel Service (0) 0180 699 6633  
 (€ 0,20/Min.)  
 Airport shuttle Angerer (0) (08652) 964900  
 Taxi service (0) (08652) 4041

### Service numbers

Internist Dr. Zhorel (0) (08652) 4171  
 Eye doctor Dr. Beausencourt (0) (08652) 948186  
 Dentist Dr. Kurz (0) (08652) 2949  
 Hair dresser Bernadette (0) (08652) 2843

### Sights

Jenner cable car (0) (08652) 95810  
 Eagles nest (0) (08652) 2969  
 Lake Königssee cruises (0) (08652) 96369  
 Salt mines (0) (08652) 60020  
 Folk theatre (0) (08652) 2858

Breakdown service Zange (0) (08652) 95630

Information national (0) 11833 (€ 1,99/Min.)  
 Information international (0) 11833 (€ 1,99/Min.)

### Internal numbers:

Rezeption (7:00-22:00) 9  
 SPA area 105  
 Kitchen 104  
 Emergency by night (+49) 01718081022

## **GTC HOTEL ALPENHOF GmbH & Co. KG**

General terms and conditions for the hotel accommodation contract

### **Scope**

1. These terms and conditions apply to contracts for the rental of hotel rooms for accommodation, as well as all other services and deliveries provided by the hotel for the customer.
2. The prior written consent of the hotel is required to sublet or re-let the rooms provided and to use them for purposes other than accommodation.
3. The customer's terms and conditions only apply if this has been agreed in advance.

### **Conclusion of contract, partner. -liability; statute of limitations**

1. The contract is formed when the hotel accepts the customer's application. The hotel is free to confirm the room booking in writing.
2. The contractual partners are the hotel and the customer. If a third party has ordered for the customer, they are liable to the hotel together with the customer as joint debtor for all obligations arising from the hotel accommodation contract, provided that the hotel has a corresponding declaration from the third party.
3. The hotel is liable for its obligations under the contract. In the non-typical area, liability is limited to intent and gross negligence on the part of the hotel.
4. The limitation period for all customer claims is 6 months.
5. This limitation of liability and short limitation period also apply in favor of the hotel in the event of a breach of obligations when initiating the contract and positive breach of contract.

### **Services, prices, payment, offsetting**

1. The hotel is obliged to keep the rooms booked by the customer available and to provide the agreed services.
2. The customer is obliged to pay the applicable or agreed hotel prices for rooms provided and for other services used. This also applies to services and expenses of the hotel arranged by the customer for third parties.
3. The agreed prices include the respective statutory VAT. If the period between the conclusion of the contract and the fulfillment of the contract exceeds 4 months and the price generally charged by the hotel for such services increases, the hotel can increase the contractually agreed price appropriately, but by no more than 10%.
4. The hotel can also change the prices if the customer subsequently requests changes to the number of booked rooms, the hotel's services or the length of stay of the guests and the hotel agrees to this.
5. Hotel invoices without a due date are payable within 10 days of receipt of the invoice without deduction. The hotel is entitled to make accrued claims due at any time and to demand immediate payment. In the event of late payment, the hotel is entitled to charge interest at a rate of 5% above the respective base interest rate. The customer reserves the right to prove a lower damage and the hotel reserves the right to prove a higher damage.
6. The hotel is entitled to demand a reasonable advance payment or security deposit upon conclusion of the contract or thereafter, taking into account the legal provisions for package tours. The amount of the advance payment and the payment dates can be agreed in writing in the contract.
7. The customer can only offset or reduce a claim from the hotel with an undisputed or legally binding claim.

### **Withdrawal by the customer (cancellation, cancellation)**

1. A cancellation by the customer of the contract concluded with the hotel requires the written consent of the hotel. If this does not take place, the agreed price from the contract must be paid even if the customer does not make use of the contractual services. This does not apply in cases of delay in performance by the hotel or impossibility of rendering the service for which it is responsible.
2. If the hotel and the customer have agreed in writing on a date to withdraw from the contract, the customer can withdraw from the contract up to that point without incurring any payment or damage claims on the part of the hotel. The customer's right of withdrawal expires if he does not exercise his right of withdrawal in writing to the hotel by the agreed date, unless there is a case of default by the hotel or an impossibility of service provision for which he is responsible.
3. In the case of rooms not used by the customer, the hotel must offset the income from renting the rooms to other parties and the saved expenses.

4. The hotel is free to flat-rate the damage incurred and to be compensated by the customer

The following cancellation deadlines apply to the hotel:

- up to 8 days before arrival free of charge
- from 7 days before arrival 80% of the booked services

The customer is free to prove that no damage has occurred or that the damage incurred by the hotel is lower than the flat rate required.

### **Cancellation of the hotel**

1. If the customer's right of withdrawal has been agreed in writing within a certain period, the hotel is entitled to withdraw from the contract during this period if there are inquiries from other customers about the contractually booked rooms and the customer does not waive his right to withdraw when asked by the hotel .

2. If an agreed advance payment is not made even after a reasonable period of grace set by the hotel has expired with the threat of rejection, the hotel is also entitled to withdraw from the contract.

3. Furthermore, the hotel is entitled to extraordinarily withdraw from the contract for an objectively justifiable reason, for example if

- force majeure or other circumstances for which the hotel is not responsible make it impossible to fulfill the contract;
- rooms are booked with misleading or false information about essential facts, e.g. about the person of the customer or the purpose;
- the hotel has justified reason to believe that the use of the hotel's services may jeopardize the smooth running of business, the security or the reputation of the hotel in public, without this being attributable to the hotel's area of control or organization.
- a violation of the scope of application paragraph 2 above has occurred.

4. The hotel must inform the customer immediately of the exercise of the right of withdrawal.

5. If the hotel withdraws with justification, the customer is not entitled to compensation.

### **Room provision, handover and return**

1. The customer does not acquire the right to be provided specific rooms

2. Booked rooms are available to the customer from 2 p.m. on the agreed day of arrival. The customer has no right to earlier availability.

3. On the agreed day of departure, the rooms must be vacated and made available to the hotel by 12:00 p.m. at the latest. After that, the hotel can charge 50% of the full accommodation price (list price) for the additional use of the room up to 6 p.m. and 100% after 6 p.m. The customer is free to prove to the hotel that no damage or a significantly lower damage was incurred.

### **Voucher redemption**

1. A cash payment of the voucher value is excluded.
2. We ask that you register in advance.

### **Liability of the Hotel**

1. The hotel is liable for the diligence of a prudent businessman. This liability is in the non-performance-typical area, but limited to performance defects, damage, consequential damage or disruptions that are due to intent or gross negligence on the part of the hotel. Should disruptions or defects occur in the hotel's services, the hotel will endeavor to remedy the situation if it becomes aware of it or if the customer complains immediately. The customer is obliged to do what is reasonable for him to remedy the disruption and to minimize possible damage.

2. The hotel is liable to the customer for items brought into the hotel in accordance with the statutory provisions, which is up to a hundred times the room rate, up to a maximum of €3,500, and for money and valuables up to €800. Money and valuables up to a maximum value of €10,225 can be kept in the hotel or room safe. The hotel recommends that you use this option. The liability claims expire if the customer does not notify the hotel immediately after learning of the loss, destruction or damage (§ 703 BGB).

3. The statutory provisions apply to the unlimited liability of the hotel.

4. If the customer is provided with a parking space in the hotel garage or in a hotel car park, even for a fee, this does not result in a safekeeping contract. The hotel is not liable in the event of loss or damage to motor vehicles parked or maneuvered on the hotel property and their contents, except in the case of intent or gross negligence. This also applies to vicarious agents of the hotel.

5. Messages, post and consignments for the guests are treated with care. The hotel takes over the delivery, storage and - on

request - the forwarding of the same for a fee. Claims for damages, except due to gross negligence or intent, are excluded.

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#### **Final Provisions**

1. Changes or additions to the contract, the acceptance of applications or these terms and conditions for hotel accommodation should be made in writing. Unilateral changes or additions by the customer are invalid.
2. The place of performance and payment is the hotel's registered office.
3. The exclusive place of jurisdiction - also for disputes over checks and bills of exchange - is the hotel's registered office in commercial transactions. If a contractual partner fulfills the requirements of § 36 Paragraph 1 ZPO and does not have a general place of jurisdiction in Germany, the place of jurisdiction is the registered office of the hotel.
4. German law applies.
5. Should individual provisions of these General Terms and Conditions for Hotel Accommodation be or become invalid or void, this shall not affect the validity of the remaining provisions. In addition, the statutory provisions apply.



Alpenhof-App



Website



Facebook



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