Alpenhof
ALM- & WELLNESSHOTEL
★ ★ ★ ★ SUPERIOR

# Welcome to the Alpenhof!

We hope you had a pleasant journey and already feel a little at home with us.

We are delighted that you are spending your holiday with us. On the following pages you will find everything you need to know about your stay at the Alpenhof. And if a question should remain unanswered, you have a request or would like to tell us something: please feel free to speak to us personally at any time.

Yours, the Zapletal family

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**Alpenhof App**
At the end of this brochure you will find a QR code for downloading our Alpenhof App.

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

**Baby cots / baby monitor**
We are happy to provide a baby cot for EUR 20 per day including bed linen. If you have forgotten your baby monitor or its range is insufficient, you can borrow one from reception.

**Bar**
The hotel bar is open daily from 18:00 to 24:00. If no guests remain in the guest areas after 22:00, we reserve the right to close the bar before 24:00.

**Bathrobes**
Hotel bathrobes are provided in all rooms for the duration of your stay. Please leave them in your room when you depart. If a bathrobe is missing, we will charge for it. Alpenhof bathrobes may also be purchased at reception for EUR 64.50 or EUR 74.50. If you would like us to replace your bathrobe, please put it in the bathtub - but please understand that we cannot do this every day (also for the sake of the environment).

**Beauty salon**
Our beauty salon using Dr. Spiller products is located in the treatment area by the Wohlfühl-Alm, accessible via the lift by reception or the staircase. Please arrange appointments at the SPA reception or hotel reception. Price lists are available in your room or **online here**.

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

**Beds / mattresses**
All mattresses are generally medium-firm. If your mattress is too hard or too soft, please let us know - we can adjust the slatted bed base, add a topper or even replace the mattress with a softer or firmer one.

**Bicycle garage**
At the end of the hotel car park on the left, our bicycle garage is located in the wooden extension. You can store your bicycles there in a locked room. You can also charge your e-bikes there free of charge. The room is under video surveillance.
Please ask reception to activate your keycard for access.

**Bicycle rental / e-bike rental**
We have mountain bikes available to hire for a small fee. E-bikes are also available to hire for a fee. For further information, please contact reception.

**Board games**
A large selection of board games is available for you in the chest of drawers in the Almlounge.

**Breakfast in your room**

We are, of course, also happy to serve breakfast in your room. You will find the appropriate breakfast order form in the information folder in your room. Please complete it and hand it in at reception by 21:00 the evening before, or call 9 or 104. We charge a service surcharge of EUR 17 per service.

**Bus service**
From approximately mid-May to mid-October (summer timetable), the public bus departs directly from the hotel entrance 4 times a day. Current timetables are available at:
https://www.dbregiobus-bayern.de/fahrplan/kursbuchtmpl (line 841).
During the winter months, the nearest bus stop is approximately 1 km away (Schulhaus Königssee).
We are also a stop for the on-demand bus - further information is available at reception.

**Children**
The restaurants and public areas are not suitable as play areas. Please take particular care and supervise your children at all times, as our staff could, for example, endanger playing children while carrying hot food or glasses.
Please also note that the hotel corridors are quiet zones. Please do not leave your children unattended at any time, as the hotel cannot accept any liability.
***Children under 16 are not permitted to enter the sauna area of the Wohlfühl-Sauna-Alm.***

**Children's playground / playroom**
Our younger guests can let off steam to their heart's content in the small children's playground. A children's playroom is located on the lower ground floor below the restaurant (down to the left before the bar). We would appreciate it if you and your children left it as tidy as you found it.

**Church services**
You will find the current weekly church services on the information board next to reception.

**Copying service**
Photocopies/printouts can be made at reception. We charge EUR 0.30 per black-and-white page and EUR 0.60 per colour page.

**Damage**
If you have an accident or spill something, please let us know promptly so that we may still be able to remedy the damage ourselves. Damage/soiling, particularly to room carpets, will be charged if it can no longer be cleaned - normally your personal liability insurance covers this type of damage.

**Departure**
Please plan to vacate your room by 11:00 on the day of departure. If the room is vacated later, we reserve the right to charge 50% of the room rate.

For a fee of EUR 26 per person, you may continue to use the wellness area after vacating your room at 11:00 until 20:00 (including tea bar and afternoon lunch and cake buffet). Please take your spa bag, bathrobe and hotel slippers (available free of charge at reception) from your room and return them when you leave.

**'Do not disturb!' signs**
Please hang the sign provided on your room door. Red means you do not wish to be disturbed; green means the room should be cleaned. This greatly helps our housekeepers to clean your room promptly and avoids unnecessary disturbances.

**Dogs**
Guests and their four-legged companions should feel comfortable at the Alpenhof, which is why we accept only a limited number of well-behaved dogs and only in selected rooms. They are very welcome when treated accordingly. We therefore ask you not to allow your pets on the beds or seating furniture. In the interests of all guests, animals are not permitted in the main restaurant, wellness area or on the sunbathing lawn. If you leave your four-legged companion alone in the room, simply hang the 'Do not disturb' sign on the room door. Please also do not allow your dog to relieve itself in the immediate vicinity of the hotel. Directly in front of the hotel entrance there is a 'dog toilet' with waste bags and a collection bin - please use it!

**Dress code**
Please respect our 'casual elegant' dress code and refrain from wearing jogging clothes, sportswear, sleeveless undershirts, flip-flops, men's sandals, hotel slippers or overly casual clothing at breakfast or when visiting the restaurant, terrace and bar in the evening. So that you do not have to change during your stay in our wellness area, you are welcome to attend the lunch/cake buffet in your bathrobe between 13:00 and 16:00 in the afternoon.

**Dry cleaning**
We are happy to accept clothing for dry cleaning and pass it on to a local dry cleaner (charged according to the cleaner's rates plus a EUR 10 transport contribution). If handed in before 8:30, it will be returned at around 18:00 (without guarantee, as we commission an external express cleaning service).

**Early departure**
If you need to leave before 7:30, we are happy to provide a packed lunch for your journey, or we will reduce the room rate by EUR 15 per person if you do not require breakfast. Please contact your waiter/waitress or reception the evening before.

**Early departure**
Please notify us of an early departure as soon as possible to make it easier for us to re-let the room and to help you avoid cancellation charges. If we are unable to re-let the room at short notice, we unfortunately have to charge 80% of the price of the booked room category for the remaining days in accordance with our General Terms and Conditions. We ask for your understanding.

**Electrical connections**
Our standard voltage is 230 volts AC. Adapters for other plug standards are available to borrow from reception.

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

**EV charging station**
There are 4 charging stations with 11 kW charging capacity in the side car park by the hotel entrance. You will receive your own charging card from reception for the duration of your stay and can charge conveniently overnight - there are no parking or penalty fees.

**Express check-out**
If you provide us with your credit card and authorise us to charge it, or provide a company address, you do not need to report to reception again on the day of departure to request your invoice - we will send it to you by post or e-mail. Please do not forget to leave the keycards in your room.

**Fitness room / gym**
Our fitness room and gym are located on the lower ground floor below the restaurant (down to the left before the bar). You can access them with your keycard. Children under 16 may enter only when accompanied by an adult. Use is at your own risk. They are open from 7:00 to 22:00.
If you have any questions about the equipment, please contact reception.

**GENERAL TERMS AND CONDITIONS**
You will find our General Terms and Conditions at the end of this information folder from page 12 onwards.

**Golf**
We are a partner hotel of Golfclub Berchtesgaden e.V. on the Obersalzberg and Golfclub Berchtesgadener Land in Ainring. On presentation of our hotel business card, available at reception, you receive a 30% discount on the green fee and 10% on all other services. Telephone for tee-time reservations: 0 - (08652) 2100.

**Grander water**
You will feel it! In the shower, in the swimming pool and when drinking it. The revitalised water feels fresher and pleasantly soft on the skin when bathing or showering. All water throughout the hotel is treated according to the Grander method. Grander water - a matter of belief or enjoyment? Simply decide for yourself. Further information at: https://www.grander.com

**Guest card (visitor's card)**
The local visitor's tax is charged per person and day and is not included in the room rate. We pass 100% of it on to the tourist office. When you register at the hotel, you will receive a link to your guest card by e-mail and, on request, a printed guest card, which entitles you to various discounts in our district. Reception can tell you exactly which ones.

**Guest lounges**
The guest area next to reception includes the hotel restaurant, the 'Jennerterrasse' side restaurant, the bar with its snug, the sun terrace, the fireplace room and the Bauernstube (for events). All rooms are non-smoking areas.

**Hairdresser**
Reception will be happy to assist you in booking an appointment.

**Half board**
Room rates generally include breakfast, the lunch and cake buffet, and the evening dinner menu. Please select your preferred dishes for dinner in the morning and indicate your choices on the menu form provided.
If you do not wish to have the evening dinner menu on a particular day, please let us know by 11:00 a.m. or indicate this on the menu form. We will then reduce the room rate by EUR 26 per adult / EUR 19 / EUR 12 per child.
The afternoon lunch and cake buffet is included in the room rate and cannot be excluded.

**Hiking poles**
Hiking poles can be borrowed free of charge from reception.

**Hotel invoice**
Please settle your hotel bill at reception in the evening by 22:00 or in the morning from 7:30. If you require a separate invoice or a special billing address, please let us know in advance. We accept the following payment methods: cash, EC card, Maestro, Visa and Mastercard.

**Hotel slippers**
Our Alpenhof hotel slippers are available free of charge from reception upon request. To avoid unnecessary consumption, we deliberately provide them only on request.

**Indoor pool**
Our indoor pool (30°C) is open daily from 7:00 to 20:00. It measures 9 x 12 m, is 1.35 m deep and is located in the basement of the last building. The pool features a counter-current system and a floor bubbler.

**Internet access / PC**
Wi-Fi reception (Alpenhof) is available throughout the hotel. Select this network and accept the General Terms and Conditions.

If you have problems setting up access, please contact reception (Tel. 9) - Mr. Zapletal or Mr. Kardaetz can set it up for you.

**Ironing / sewing service**
Our in-house laundry is happy to iron your laundry or carry out minor sewing work for you (subject to a charge, depending on the work involved) during laundry operating hours. Please complete the laundry list in the information folder, place it with your laundry and hand both in at reception.

**Ironing board / iron**
On request, we will bring an ironing board and iron to your room for you to use. Please speak to your housekeeper or let reception know.

**IT support service**
Mr. Zapletal or Mr. Kardaetz can assist in most cases with setting up your PC/tablet. If they are unable to do so, we will be happy to contact a professional support service for you (subject to a charge). Please contact reception for this.

**Laundry service**
We are happy to wash normal laundry for you during laundry operating hours - laundry bags are provided in your room. Please complete the laundry list in the information folder and hand in both at reception (if handed in before 8:30, it will be returned the same day).

**Liability**
We are liable within the scope of the statutory hotelkeeper's liability.

**Library**
Next to the lift on the ground floor you will find a selection of books and novels for your stay. If you would like to take a book home with you, please leave one in exchange.

**Linen change**
As a rule, your bed linen is changed every 3-4 days. If you would like an additional change of bed linen, we will be happy to do this for an extra charge of EUR 10 per bed. Please let your housekeeper or reception know.

If you would prefer to forgo room cleaning, please hang the green 'tree planting sign' on your door by 08:30 at the latest and leave it there.

**We will not clean your room that day, will record this and, in return, have trees planted through the organisation 'PLANT-MY-TREE'. In this way, you and we help the environment twice: it saves cleaning products and detergents, and you do something good for the environment. The decision, of course, remains entirely yours and is voluntary.**

**Luggage service / porter**
We are happy to carry your luggage to or from your car. Please contact reception (Tel. 9).

**Luggage storage**
We are happy to store your empty suitcases in our secure storage room during your stay so that you have more space in your room.

**Massages**
In our treatment area by the Wohlfühl-Sauna-Alm, accessible via the lift by reception, we have various rooms for a wide range of massage treatments. Please arrange appointments at the SPA reception or hotel reception. Price lists are available in your room or **online here**.

**Meal times**

| | |
|---|---|
| Breakfast: | from 7:30 to 10:30 (included) |
| Lunch buffet: | from 13:00 to 14:30 (included) |
| Cake buffet: | from 14:45 to 16:30 (included) |
| Dinner: | from 18:00 to 20:00 (included when half board is booked)<br>at 21:30 we close the restaurant and ask you to continue your evening in the upstairs guest lounges. |

**Meetings / seminars**
We have a meeting room for a maximum of 20 participants as well as full conference equipment (projector, screen, overhead projector, flipcharts, pin boards, video, etc.). For questions about this or our conference packages, please contact reception.

**Messages**
If we are unable to reach you personally, messages and notices for you will be placed in your key compartment at reception.

**Minibar**
There is a minibar in every room. As these were hardly ever used in the past, they are not stocked and are not cooled. If you would like to use yours, please let reception know and we will switch it on. Alternatively, a well-stocked drinks and snack vending machine is available near reception. The bottle on the table is a one-time complimentary gift from the hotel.

**Mobile phones**
To make the stay as relaxing and pleasant as possible for all guests, we ask you not to use your mobile phones in the restaurant, guest lounges, on the terrace or in the wellness area, or to set them to silent. If you have forgotten your charging cable, we lend cables for the most common mobile phones at reception.

**Morning newsletter / half-board menu**
Our morning newsletter, which is placed on your breakfast table each day, includes the evening menu as well as various event tips and hiking suggestions. You can also find our daily morning newsletter online in the **Alpenhof App**.

**Newspapers / magazines**
Current daily newspapers and magazines are available in the information corner or next to reception in the hotel lobby. Please do not take them to your room permanently or return them after reading so that other guests can also enjoy them. We will be happy to order your own copy (Bild, Welt, FAZ, Süddeutsche) for you (subject to a charge) and place it on your breakfast table. Please let reception know. If you download our Alpenhof App, you can read several hundred newspapers and magazines online free of charge.

**Night entrance**
Our hotel entrances are generally locked from 22:00 to 6:30. If you plan to return after 22:00, please take your room keycard with you - at night it opens the side entrance to the right of the main entrance (Watzmann entrance).

**Outdoor pool**
Swim in our year-round heated outdoor pool (30°C / 8x12 m / 1.35 m deep), accessible through an outdoor passage in the corridor connecting the indoor pool and the sun pavilion. Please note the following opening hours:

Summer: from 8:00 to 20:00

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

We reserve the right to close the outdoor pool temporarily in particularly bad weather. Use is prohibited during thunderstorms.

**Packed lunch**
If you need a packed lunch for a long hike or your journey home, we will be happy to prepare one for you (EUR 10). Please contact reception (Tel. 9), the kitchen (Tel. 104) or a member of the service team.

**Parking**
There are ample parking spaces in front of the hotel, and you can park your vehicle free of charge. The car park is under video surveillance.

**Pool towels**
You will find bath towels in the wellness bag in your room. Please take them back to your room and, if you would like fresh towels, place them in the bathtub.

**Post**
Incoming post will be placed in your key compartment at reception. Please bring outgoing post to reception by 12:00 - it will then be handed directly to the postal carrier.

**Postcards + stamps**
Postcards featuring the beautiful surroundings and the hotel are available at reception for holiday greetings and as souvenirs. We are also happy to stamp your post and hand it to the postal carrier.

**Quiet hours**
In the interest of peace and relaxation, we ask you to observe the quiet hours from 13:00 to 15:00 and from 22:00 to 8:00 with particular care. At 23:00 we must close the terrace and ask you to continue your pleasant evening at the bar.

**Reception**
Our reception staff are available to assist you daily from 7:00 to 22:00. You can reach us by telephone on number 9. Between 22:00 and 7:00 we can be reached on 102 (emergencies only).

Reservations and invoices are processed between 7:30 and 21:30.

Here you can also obtain all information about the hotel and the surrounding area. You can also arrange wellness appointments, order tickets or ask any questions you may have.

**Restaurant bill**
To avoid incorrect charges or mix-ups, we ask you to request and sign your drinks receipts in the restaurant or at the bar before you leave your seat. The collected receipts will then be charged to your hotel bill. Cash payment is unfortunately not possible. Complaints made afterwards can no longer be considered.

**Room cards / keycards**
Your room card opens your room door, the fitness and gym doors, the ski cellar/bicycle garage (please have access activated separately) and the 'Watzmann entrance' side entrance. Please make sure you take it with you when going out in the evening, as the hotel is locked at night. Please do not keep your room card together with your mobile phone, as this may erase it. On your scheduled departure day, your card is automatically blocked from 13:00 - please return it to reception when you leave. In the event of loss, we unfortunately have to charge EUR 5.

**Room cleaning**
Our housekeeping team cleans your room between 8:30 and 14:00. Please let us know in good time if this is not possible for you so that we can rearrange accordingly. To support our housekeepers and enable quick room cleaning, we ask you to use the door-hanger signs 'Please clean room' and 'Do not disturb!'.

**Room service**
Meals are available from 07:30 to 21:00. Drinks are available through room service from 7:30 to 22:00 at restaurant prices plus a room-service charge.
For your order, please dial '9' (reception) or '104' (kitchen). The service charge is calculated according to the work involved, but is at least EUR 3 per service.

**Safe**
There is an in-room safe in your room. You can program it yourself. Please leave it open when you depart. The safe is insured within the scope of the statutory hotelkeeper's liability (see also General Terms and Conditions). Particularly valuable items may also be deposited in the hotel safe at reception.

**Scanning service**
Documents can be scanned at reception (a fee may apply if this involves additional time).

**Sending / receiving faxes**
At reception, you can send faxes (subject to a charge) or receive them. Our fax number is: (+49) 08652 64399.

**Sewing kit**
You will find a set for minor repairs in your room. We are also happy to carry out small sewing jobs for you (subject to a charge depending on the work involved) during laundry operating hours - please contact reception.

**Shoe-shine machine / shoe-cleaning service**
A shoe-shine machine is located next to the lift on the ground floor. You will find a shoe-shine sponge in your room. You can also give us your shoes for cleaning between 8:30 and 20:30 - this service is charged at approximately EUR 15 per pair of shoes.

**Shuttle service**
Our partner company Angerer provides all types of journeys as well as transfers to and from airports/railway stations. For further information, please contact reception.

**Ski storage**
At the end of the hotel car park on the left, our ski storage is located in the wooden extension. You can store your skis/snowboards there. A ski-boot dryer is also available and switches on automatically in the evening. The room is under video surveillance. Please ask reception to activate your keycard for access.

**Smoking / non-smoking / cannabis use**
In Bavaria there is a complete smoking ban in all publicly accessible rooms and guest rooms. Unfortunately, we can only ask you to smoke outdoors. For cold days, we have installed an infrared heater on the terrace. The consumption of cannabis is prohibited throughout the entire hotel premises.

**Sun pavilion**
We created our sun pavilion for hours of relaxing, reading or resting. You can reach it through the indoor pool. Please behave quietly there. The sun pavilion is open daily from 7:00 to 20:00.

**Sunbathing lawn**
Anyone wishing to simply relax can retreat to a sun lounger in the hotel garden. Access is via the indoor/outdoor pool or by lift to floor 'K'.

**Taxi**
Please contact reception if you require a taxi or dial 0- (08652) 96 49 00 or 0 - (08652) 4041.
**Watzmann Mobil** is a flexible **on-demand transport service** in the Berchtesgaden region. Rides can be booked whenever needed, taking you conveniently to numerous stops throughout the area – a practical and flexible alternative to travelling by car or using regular bus services. Download here for IPhone or Android

**Telephone**
You can make external calls directly from the telephone in your room. Simply dial '0' first.
To call from room to room, simply dial the room number. To receive a direct call in your room from outside, omit the '0' from our main telephone number (602-0) and add your room number (e.g. room 126 has the telephone number (08652) 602-126). Exception: for 2-digit room numbers, please add 120. Important telephone numbers are listed on page 12.

**Television programme / TV programme**
A current television guide is provided in your room. We have also added 3 Sky channels for you - use is free of charge. A list of the channel order appears when you switch on your television and press the 'TV' button.

**Tennis**
We have an outdoor clay tennis court at the edge of the forest. The key is available at reception. Use of the court and the loan of tennis rackets and balls are free of charge for hotel guests. Please drag the court after use and wear only sports shoes without a pronounced tread.

**Tips**
If you are satisfied with the service at our hotel, our staff are of course also pleased to receive a gratuity. You can place it in one of the piggy banks at reception, in the kitchen or in the restaurant.

**Toiletries**
If you have forgotten something such as a razor, toothbrush, toothpaste or similar, you can purchase it at reception. Sunscreen, soaps, shower gels, body lotions, etc. from the cosmetics range provided in your room are also available for purchase.

**Towels / bath towels**
Can you imagine how many tons of towels are washed unnecessarily in hotels every day, and the enormous quantities of detergent that this places on the environment?

***Please decide:***
**Towels thrown into the bathtub or shower mean: Please replace them!**
**Towels placed back on the rail mean: I will use them again!**

**Umbrella**
There is an umbrella in every room for your use. You are also welcome to purchase it for EUR 25. Additional umbrellas are available to borrow from reception.

**Valuables**
You can keep valuables in your in-room safe. It is insured within the scope of the statutory hotelkeeper's liability (see also General Terms and Conditions). Very valuable items may also be deposited in the hotel safe at reception.

**Video surveillance**
For your safety and ours, several areas of our hotel are under video surveillance. These currently include the car park (to monitor your vehicle), reception (for our security), the fitness and playrooms (protection against vandalism), the terrace and the ski/bicycle storage, as well as the water areas of the indoor pool, outdoor pool and whirlpool (for your own safety). Recordings are stored locally for 72 hours and then deleted. If you have any questions, please contact Mr. Zapletal. The surveillance complies with the requirements of the GDPR.
**Volleyball / badminton**
There is a volleyball court on the lawn in front of the restaurant for our guests to use. Balls or badminton rackets can be borrowed free of charge from reception.

**Wake-up service**
If you would like a wake-up call, please let reception know (Tel. 9). We will then programme a telephone wake-up call during reception opening hours. You can also programme it yourself on the telephone: lift the receiver - enter *55*hhmm and hang up.

**Whirlpool**
Our outdoor whirlpool, heated to 37°C and open year-round, is located by the outdoor pool. It is open daily from 11:00 to 19:30.

**Wi-Fi**
High-speed Wi-Fi is available throughout the hotel building. Connect to the 'Alpenhof' network, open your browser if necessary, accept the General Terms and Conditions and terms of use, and click 'Login'. If you have problems accessing the network, please contact reception - a member of staff or Mr Zapletal will be happy to assist you.

**Wohlfühl-Sauna-Alm / wellness area**
Our Wohlfühl-Alm includes a treatment area with beauty salon, 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 Swiss-pine sauna (70°C), bio sauna (50°C), Swiss-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 in the indoor pool.

**Please wear swimwear in the swimming pools and whirlpool. The sauna area is a nude area.**

The Sauna-Wohlfühl-Alm opens at 10:00 - the saunas are heated from 11:00. The entire wellness area closes at 20:00. Children under 16 are not permitted to stay in the sauna area.

**And finally**
We hope you enjoyed your stay with us. We would be delighted to welcome you back again on another occasion. We always have an open ear for constructive criticism, suggestions for improvement and, of course, praise. We are happy to receive your feedback personally - or you can share your opinion on our Wohlfühl-Barometer, which we place on your breakfast table on the day of departure.

Goodbye and have a safe journey home, from

the Stefan Zapletal family & the entire Alpenhof team

**The most important telephone numbers at a glance**

To obtain an outside line, dial '0' - you will then hear the dial tone. Under your telephone you will find a quick guide as well as the per-minute charges for the most important countries.

| | | |
|---|---|---|
| **Notrufnummern** | **Emergency numbers** | |
| Ärztl. Bereitschaftsdienst | Emergency medical service | (0) 116 117 |
| Notarzt | Emergency doctor | (0) 112 |
| Feuerwehr | Fire department | (0) 112 |
| Bergrettung | Mountain rescue | (0) 112 |
| Polizei | Police | (0) 110 |
| Giftnotrufzentrale | Poison Control Center | (0) 089 19240 |
| Hausarzt Dr. Wienert | GP Dr. Wienert | (0) (08652) 63160 |
| Kreiskrankenhaus | District Hospital | (0) (08652) 570 |
| Tierarzt Notdienst | Veterinarian emergency service | (0) 0175- 718890 |
| **Apotheken** | **Pharmacies** | |
| Grünstein-Apotheke | | (0) (08652) 96390 |
| Bahnhofs-Apotheke | | (0) (08652) 3237 |
| **Reiseauskunft** | **Travel information** | |
| Deutsche Bahn Reiseservice | Deutsche Bahn Travel Service | (0) 0180 699 6633<br>(€ 0.20/min.) |
| Flughafenshuttle Angerer | Airport shuttle Angerer | (0) (08652) 964900 |
| Taxizentrale | Taxi service | (0) (08652) 4041 |
| **Servicenummern** | **Service numbers** | |
| Internist Dr. Zhorel | Internist Dr. Zhorel | (0) (08652) 4171 |
| Augenarztpraxis Berchtesgaden | Eye doctor Berchtesgaden | (0) (08652) 2111 |
| Zahnarzt Dein Dental | Dentist | (0) (08652) 2859 |
| Frisör Bernadette | Hair dresser Bernadette | (0) (08652) 2843 |
| **Sehenswürdigkeiten** | **Sights** | |
| Jennerbahn | Jenner cable car | (0) (08652) 95810 |
| Kehlsteinhaus | Eagles nest | (0) (08652) 2969 |
| Schifffahrt Königssee | Lake Königssee cruises | (0) (08652) 96369 |
| Salzbergwerk | Salt mines | (0) (08652) 60020 |
| Bauertheater | Folk theatre | (0) (08652) 2858 |
| Pannenhilfe Zange | Breakdown service Zange | (0) (08652) 95630 |
| **Hotelinterne Nummern:** | **Internal numbers:** | |
| Rezeption (7.00-22.00) | Reception (7:00-22:00) | 9 |
| Wellnessbereich | SPA area | 105 |
| Küche | Kitchen | 104 |
| Notruf bei Nacht | Emergency by night | (0)0171 8081022 |

# General Terms and Conditions

# HOTEL ALPENHOF GmbH & Co. KG

*for accommodation contracts and supplementary hotel/event services*

Version: August 2026

**1. Scope and conclusion of contract**

These General Terms and Conditions apply to contracts for the rental provision of hotel rooms for accommodation as well as to all other services of the hotel agreed in connection therewith.

The contract is concluded when the hotel accepts the booking request of the guest or contracting party. Acceptance may in particular take place by means of a booking confirmation in text form, via a booking system or by making the room available. Contracts concluded orally or by telephone are also effective. Individual agreements take precedence over these General Terms and Conditions.

For accommodation contracts concluded for a specific date or period, consumers generally have no statutory right of withdrawal pursuant to Section 312g (2) No. 9 of the German Civil Code (BGB).

**2. Reservations and guaranteed bookings**

Non-guaranteed reservations are generally held until 20:00 on the day of arrival. Thereafter, the hotel is entitled to allocate the room elsewhere unless a later arrival has been agreed.

Guaranteed bookings remain valid regardless of the arrival time. For this purpose, the hotel may require a valid credit card guarantee, advance payment or another agreed security.

**3. Option reservations**

An option reservation holds the agreed rooms or services until the specified option date. If no binding booking confirmation is made by the expiry of the option, the option automatically expires without the need for separate notification.

**4. Advance payments and security**

The hotel is entitled to require a reasonable advance payment or security upon or after conclusion of the contract, provided this is agreed with the guest or contracting party.

If a due advance payment is not made despite a reminder and a reasonable grace period, the hotel is entitled to withdraw from the contract. No grace period is required if the parties have expressly agreed a calendar date for the advance payment as an essential condition of the booking and the statutory requirements for this are met.

**5. Room availability, arrival and departure**

Booked rooms are generally available from 15:00 on the day of arrival and until 11:00 on the day of departure. There is no entitlement to earlier availability or later use unless this has been specifically agreed.

In the event of an unagreed late release of the room, the hotel may charge reasonable compensation for use. The guest remains entitled to prove that no loss or a substantially lower loss was incurred.

**6. Room allocation and alternative accommodation**

Unless a specific room has been expressly agreed, there is no entitlement to a particular room number or location.

If, exceptionally, a firmly booked room is unavailable, the hotel will endeavour to provide alternative accommodation of equal or higher standard. The guest's statutory rights remain unaffected.

**7. Cancellation, no-show and early departure**

Unless individually agreed cancellation conditions apply, the following provisions apply. Cancellation must be made at least in text form (e.g. e-mail). Receipt by the hotel is decisive.

For individual bookings of up to 2 rooms:

Up to 8 days before arrival: free of charge

7 to 3 days before arrival: 70%

2 to 0 days before arrival, in the event of a no-show or early departure: 80%

of the agreed price of the services not used.

For stays between 21.12. and 06.01.: up to 28 days before arrival free of charge; 27 to 8 days before arrival 50%; 7 to 3 days before arrival 70%; 2 to 0 days before arrival, in the event of a no-show or early departure, 80% of the agreed price of the services not used.

For group bookings of 3 rooms or more: up to 45 days before arrival free of charge; 44 to 31 days before arrival 30%; 30 to 16 days before arrival 60%; 15 to 3 days before arrival 80%; 2 to 0 days before arrival, in the event of a no-show or early departure, 80% of the agreed price of the services not used. Up to 10% of the rooms originally booked may be cancelled free of charge up to 3 days before arrival, unless otherwise individually agreed.

For bookings of 30 room nights or more or larger events, different individually agreed cancellation conditions may apply; these take precedence over the above provisions.

**8. Deduction of saved expenses and alternative letting**

The guest or contracting party is expressly entitled to prove that the hotel incurred no loss or a substantially lower loss than the agreed cancellation charge. The hotel will offset income from alternative letting as well as saved expenses to the extent required by law.

**9. Bookings for third parties**

Where a booking is made for third parties, the person making the booking is liable for payment obligations only if the booking was made in their own name or if they expressly assumed a corresponding payment obligation. Statutory rules on representation and liability remain unaffected.

**10. Withdrawal by the hotel for good cause**

The hotel may withdraw from the contract for good cause, in particular if performance of the contract becomes impossible due to force majeure or other circumstances for which the hotel is not responsible, the booking was made on the basis of misleading or false information concerning material facts, the purpose of the stay or event is unlawful, or there are specific indications that the stay or event poses a significant risk to the safe or orderly operation of the hotel.

Withdrawal is permissible only insofar as, taking the guest's interests into account, the hotel cannot reasonably be expected to adhere to the contract. The statutory rights of both parties remain unaffected.

**11. Use of names, marks and hotel information**

The use of the name 'Hotel Alpenhof', logos, images, addresses or other identifying features of the hotel for public advertising measures, sales events, invitations, job advertisements or comparable publications requires the hotel's prior consent if this could create the impression of cooperation with, endorsement by or organiser status of the hotel.

**12. Events, participant numbers and catering**

For events, the final number of participants must be notified no later than three working days before the start of the event unless otherwise agreed. The last number reported within the deadline is used as the basis for invoicing insofar as the hotel has prepared or reserved corresponding services.

If agreed food and beverage services are cancelled at short notice, reasonable cancellation charges corresponding to the expected loss may be charged. The contracting party remains entitled to prove that no loss or a substantially lower loss was incurred.

**13. Bringing food and beverages**

Bringing and consuming one's own food and beverages in the food-and-beverage areas or at events is generally not permitted. Exceptions may be agreed with the hotel in advance. An agreed corkage or service charge may be levied for beverages brought in or for special additional work.

**14. Decorations and presentation materials**

The installation of decorations, presentation materials or other items requires the hotel's prior consent. All materials must comply with the applicable fire-safety requirements and must be installed and removed in such a way that no damage is caused.

**15. Packaging and information materials**

Packaging, decorations and information materials brought in by the contracting party must be removed at their own expense after the event. If this is not done, the hotel may charge the reasonable disposal or cleaning costs actually incurred.

**16. Liability of the guest or contracting party**

The guest or contracting party is liable in accordance with statutory provisions for damage culpably caused by them. For events, this applies accordingly to damage caused by persons for whose conduct the contracting party is legally responsible.

**17. Third-party services**

Where, at the request of the guest or contracting party, the hotel merely arranges services provided by third parties, the contract for the arranged service is generally concluded between the guest or contracting party and the respective third-party provider. The hotel is liable for the arrangement in accordance with statutory provisions, but not for proper performance of the service by the third-party provider unless the hotel owes that service as its own service.

**18. Payment and default**

The agreed price is due no later than on departure unless another payment deadline has been agreed. Invoices sent after departure pursuant to a prior agreement must be paid without deduction within the period stated on the invoice.

In the event of default, the statutory default interest applies. For consumers, this is five percentage points, and for transactions without consumer involvement nine percentage points, above the applicable base interest rate. Further statutory claims remain unaffected.

**19. Means of payment**

The hotel accepts the means of payment indicated on site or during the booking process. A separate charge for the use of a means of payment will only be levied insofar as this is permitted by law.

**20. Prices and price changes**

The price agreed upon conclusion of the contract is binding. Subsequent price changes are permitted only if individually agreed or if a legally permissible and transparently agreed adjustment provision applies. Statutory price indication and consumer-protection provisions remain unaffected.

**21. Taxes, charges and visitor's tax**

All final prices stated to consumers include statutory VAT insofar as it applies to the respective service. Statutory or municipal charges, in particular the local visitor's tax, may be payable in addition if they are not expressly included in the agreed price.

**22. Services not used**

For services included in the agreed total price that the guest voluntarily does not use, there is generally no entitlement to a pro-rata refund unless expressly agreed otherwise or the guest's statutory rights provide otherwise. Agreed options to decline individual services, in particular individual catering services, remain unaffected.

**23. Defects, remedy, set-off and right of retention**

The guest is requested to report any identifiable defects or disruptions as promptly as possible so that the hotel has an opportunity to remedy them. Statutory warranty, price-reduction and other rights are not excluded or restricted by this.

Set-off against claims of the hotel is permitted if the counterclaim is undisputed or has been finally adjudicated. Statutory rights of retention and claims arising from the same contractual relationship and standing in a direct reciprocal relationship remain unaffected.

**24. Liability of the hotel and property brought onto the premises**

The hotel has unlimited liability for damage arising from injury to life, body or health caused by an intentional or negligent breach of duty by the hotel, its legal representatives or vicarious agents, and for other damage caused intentionally or by gross negligence. In the event of a slightly negligent breach of material contractual obligations, liability is limited to the typical, foreseeable damage. Mandatory statutory liability provisions remain unaffected.

For property brought onto the premises, the statutory provisions of Sections 701 et seq. BGB apply in particular. Valuables may, subject to the statutory requirements, be deposited for safekeeping at reception or in the hotel safe. The guest is requested to report any loss or damage without delay.

**25. Wake-up calls, post and lost property**

Wake-up calls, messages, post and goods consignments for guests are handled with the customary care of a hotel business. Liability is governed by the statutory provisions and the liability provisions of these General Terms and Conditions.

Items left behind will be forwarded on request and upon reimbursement of shipping costs. The hotel keeps lost property for a reasonable period; statutory retention and surrender obligations remain unaffected.

**26. Ancillary agreements, text form and partial invalidity**

Individual agreements always take precedence over these General Terms and Conditions. For evidentiary purposes, amendments and additions should be made in text form unless the law prescribes a stricter or different form.

Should individual provisions of these General Terms and Conditions be or become wholly or partially invalid, the validity of the remaining provisions remains unaffected. The statutory provisions take the place of the invalid provision.

**27. Applicable law and place of jurisdiction**

German law applies to the exclusion of the UN Convention on Contracts for the International Sale of Goods, insofar as this choice of law is legally permissible and does not deprive consumers of mandatory consumer-protection provisions of the country in which they have their habitual residence.

For merchants, legal entities under public law and special funds under public law, the place of jurisdiction at the hotel's registered office is agreed insofar as legally permissible. For consumers, the statutory places of jurisdiction apply.



Alpenhof App



Website



Facebook



Instagram

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