

Guest Information
and
important notes



Dear Guests!

Welcome to our apartment house. We wish you a relaxing and pleasant stay in the Ausseerland-Salzkammergut.

Our apartment house should be a second home to you and create security and feel-good moments that will remain unforgettable.

We have put a lot of effort into the furnishings and hope that you will find everything you need.

This guest information should be a little guide for you as a guest. In it you will find house rules, which should be a little help for a pleasant stay, furthermore some rules, from which we hope you will find your understanding.

In our rebuilt apartment house you can expect three exclusively furnished apartments for 2 - 5 persons.

We attach great importance to the fact that the apartment is always in a tidy condition. Therefore, we kindly ask you to treat all furnishings as if they were your own. If something breaks, please let us know so that we can get replacements in time for the following vacation guests.

The provision of resources such as water and energy is expensive. Therefore, please use them sparingly.

Please note that our apartment house is a non-smoking house. Smokers are welcome to enjoy their cigarette outside. Ashtrays are available at the house entrance and at the sauna house.

In addition, we would like to inform you about various leisure and cultural opportunities and activities in the Ausseerland. Finally, you will find information about important facilities

(doctor, pharmacy...) and important telephone numbers.

Since we want to improve continuously, your suggestions and comments about our apartment house are very welcome and will be gladly taken up. An evaluation form is enclosed with the guest information, which you are welcome to use for this purpose.

In order to make your stay as pleasant as possible, we ask you to contact us if you have any wishes or problems. We will be happy to help you. You can reach us at **+43 (0) 676 556 23 26**.

Your Hosts

Family Thomanek

Important notes

Waste

In the kitchen you will find the waste bins for residual and organic waste as well as plastic and metal packaging. For paper you will find a separate garbage can in the waste hut. Bins for used glass and plastic are available in the workshop. Please use trash cans with trash bags only. Please do not pour garbage or food scraps down the kitchen sink, toilet, or sink - it could clog pipes.

General terms and conditions

By booking the apartment, the general terms and conditions for the hotel industry are considered accepted.

Arrival and departure

The apartment is at your disposal from 4 pm on the day of arrival. Please let us know your approximate arrival time. In exceptional cases individual arrival and departure times are possible.

On the day of departure, we ask you to leave the apartment broom-clean by 11 a.m. at the latest and to follow our small checklist:

- Wash used dishes and put them neatly in the cupboards
- Empty refrigerator and freezer
- Empty trash cans in kitchen and bathroom
- Hand in key cards directly to us

Bathroom

A hairdryer is in the lodge bag.

There are enough towels, if you need additional ones, please let us know.

The towel dryer is programmed from 7:30 - 9:30 and from 19:00 - 21:00.

For hygiene products there are small bags available - please dispose them in the trash can.

Damage

Nobody damages things on purpose. However, it can happen that something gets broken once. If this happens, please inform us immediately so that the damage can be repaired right away and the guests will find an intact apartment after you.

Payment

The invoice for the booked apartment should be paid fully by you upon your arrival. Additional costs we ask you to pay in cash or with credit card at departure.

Blankets

There are blankets in the apartment. These are for indoor use only. Outdoor blankets can be found in the sauna house.

Final cleaning

The costs of the final cleaning in the amount of

- Apartments: € 150,-
- Private Hideaway: € 300,-

are included in the flat rate. The apartment is to be left broom-clean on departure. If there is a lot of dirt on departure, it will be charged at cost.

Availability

If you have an urgent request, please contact us by phone or write us a message, we will call you back immediately. You can reach us daily from 10.00 -16.00. Find the phone number above.

Windows

Some of the windows are equipped with fly screens, so we ask you to only tilt them or leave them open. When you leave the apartment, please do not forget to close the windows and doors.

Television, Internet, Wifi

The TV's are located in the kitchen-living room and in the bedrooms. You can find a channel listing directly with the remote control.

The apartments have a free Wifi connection. You can access the Internet using the following access data:

Network name: DasSalzberg

Password: Sandling1

Guest questionnaire

Since we attach great importance to quality, we would be pleased if you fill out the guest questionnaire, so that we can respond to suggestions, requests or criticism and thus constantly improve.

Garden, barbecue

Sunbeds and umbrellas are available for you in the garden. We kindly ask you to take down the sunshades after use, as they can be damaged during thunderstorms and storms.

For barbecuing, a barbecue area with a grill tray is available for you directly next to the sauna house. Each apartment is equipped with a fully stocked basket containing all the utensils you might need. Please clean the grill area after use for the next guests.

User manuals

We have compiled a folder with simple instructions for use for all devices.

Liability

The landlord is not liable for valuables of the guests.

Towels, tea towels, bathrobes

For the duration of your stay we provide towels, tea towels, bathrobes sauna and bath towels. Please throw the used textiles into the laundry basket before departure.

House right

Under certain circumstances, it may be necessary for the landlord to enter the vacation home without the guest's knowledge.

Pets

Bringing pets is not allowed.

Kitchen

The kitchen is equipped with high quality technical appliances. Please treat it with care.

Garbage bags and cleaning tabs are provided as basic equipment

If the dishwasher is not fully loaded, please use the short program. Please put the dishes back into the cupboards only when they are clean.

The same applies to cutlery, pots and utensils that you have used.

Parking facilities

A parking space is available for each apartment directly in front of the house. You are also welcome to use the charger for your e-car.

We are not liable for vehicles parked on the property in case of damage or theft.

Smoking

Our house is a non-smoking house - but you are welcome to smoke outside. There you will also find ashtrays. Jedes Apartment ist mit Rauchmeldern ausgestattet. Bei Brandalarm ist das Haus umgehend zu verlassen.

Umbrellas

For rainy days you can of course borrow our in-house umbrellas. You are also welcome to purchase them for 15 € and take them home after your vacation.

Cleaning

If a misfortune should happen to you, we ask you to clean it up immediately. Battery vacuum cleaner and sweeping set can be found in the cleaning cupboard, cleaning bucket and floor mops are in the laundry downstairs.

Quiet hours

Our apartments are located in a pure residential area. In the interest of good neighborliness, we ask you to observe the public rest periods such as midday, night and Sunday rest.

Sauna

Our sauna is open and heated daily from 4 - 10 pm. In order to offer you the best possible privacy, 2 hours are reserved for your apartment every day (see sauna weekly schedule).

Key card

You will receive a key card from us personally upon arrival. This locks the front door, your apartment and the sauna. Please never give this card out of your hand and do not forget to return it when you leave. A loss is to be reported immediately and the guest is liable up to the amount of the replacement costs.

Service for our guests

- Coffee and tea
- Welcome breakfast
- Signature Salzberg house wine
- Entrance to the Altaussee Salt Mine
- Privately reserved sauna time
- Bad Ischler spice- and special salts
- Fresh herbs from our herb garden

- Grander water & Soda-Stream
- Lockers for your sportclothes, ski boot dryer...
- Washing machine & dryer
- Storage room for bicycles, skis...
- On-site EV charging for your car

Service for extra charge

- Room service
- Yoga sessions with a personal instructor
- Beauty treatments (only Sat & Sun)

Shoes

In our "Erbstollen" in the basement we offer you a drying room for your clothes, sports equipment as well as shoes and ski boots. Please take advantage of this offer and dry your things in the cellar and not in the apartment.

Duty of care

We ask you to treat the apartment with care and to comply with the rental conditions.

Cancellations by Corona

In case of a travel warning for the province of Styria, a border closure, a positive Corona PCR test or a segregation order from the responsible authority, a cancellation is possible up to 48 hours before arrival. We will of course refund your deposit.

If none of the above reasons apply, the cancellation conditions of the General Terms and Conditions of the hotel industry apply.

Washing machine & tumble dryer

In the "Erbstollen" laundry there is a washing machine and a dryer, a clothes horse, an ironing board and an iron and all the cleaning utensils at your free disposal. We ask you to clean the lint filter of the clothes dryer after use.

Wine service

As a welcome gift you will find in your apartment white or red wine from our partner vintners "Am Salzberg" in Gols (Burgenland). If you need more bottles, you are welcome to purchase them:

White wine | Pinot Blanc Salzberg (Leitner) 18 €

Red wine | Merlot Salzberg (Zechmeister) 22 €

Apartment occupancy

No more occupancy than contractually agreed is allowed.

The maximum occupancy is:

Moosberg	2 persons
Steinberg	4 persons
Sandlingberg	5 persons

Intermediate cleaning, bed linen & towel change

If you wish an intermediate cleaning or a change of bed linen and towels during your stay, we can gladly organize this for you at a reasonable price.

Guest information from A – Z

Pharmacy

Kurapotheke Bad Aussee

Oppauer Platz 104

+43 3622 52 277

Narzissen-Apotheke

Altausseerstraße 62

+43 664 23 601 92

Doctors

General practitioner

Dr. Pia-Katharina Edlinger

Bahnhofstraße 132

+43 3622 53 303

Dr.med. Thomas Fitz

Hauptstraße 145

+43 3622 54 55 30

Dentist

Dr. Walter Walcher

Ischler Straße 71

+43 3622 52 377

Hospital

Landeskrankenhaus Bad Aussee

Sommersbergseestraße 396

+43 3622 52 55 50

Covid-19-Hotline: 1450

Information

Tourismusbüro Bad Aussee

Ischler Straße 94

+43 3622 52 323

Banks / Money Institutions

The nearest banks (Sparkasse, Volksbank...) are located in the center of Bad Aussee.

Bakery

- Schlögel | Bad Aussee Town Center
- Maislinger | Altaussee

E-Bike rental

You can rent e-bikes from our partner company at any time.

Radhaus Bad Aussee

Pötschenstraße 134

+43 3622 50 903 | www.radhaus-shop.com

Grocery shopping

In Bad Aussee you can find everything for daily use. The grocery store BILLA can be found within a few minutes of walking from our apartment house.

On Sundays and holidays you can get fresh bread and pastries as well as small daily necessities at the Turmöl gas station on the B145 in the direction of Altaussee.

A cozy shopping street and nice cafes as well as a variety of traditional costume stores can be found in the heart of the town.

Post office

The post office is also located in the city center.

Restaurants

Geiger Alm	Altaussee
Villa Salis	Altaussee
Seewiese Altaussee	Altaussee
Blaa Alm	Altraussee
Loserhütte	Altaussee
Gasthof zur Wies'n	Altaussee
Stefan Haas fine dine	Altaussee
Gasthaus Seeblick	Grundlsee
Seehotel Grundlsee	Grundlsee
Kohlröserlhütte	Pichl/Kainisch
Steirerhütte	Mitterndorf
Schönis Landhotel	Mitterndorf
Koppenrast	Obertraun
Steegwirt	Bad Goisern

Sports activities – excursion tips

The surrounding area offers many opportunities for sporting activities such as cycling, hiking, jogging, golf, tennis, swimming... and excursions such as salt worlds, caves, themed hiking trails, museums, boat tours....

You can find more information on our website

www.dassalzberg.com

Taxi

Bad Aussee +43 3622 52671

More tips

Tourist info Ausseerland-Salzkammergut

+43 3622 52 323

www.steiermark.com/en/Ausseerland-Salzkammergut



If you have any further questions, you can reach us at **+43 (0) 676 556 23 26**.

We wish you a nice and relaxing stay.

Your Hosts
Family Thomanek

