

Accommodation Rules

Hotel Haas *** Kaiserin Elisabeth Promenade 4, Bad Gastein

1. Only guests who are registered for accommodation are permitted to stay at the hotel. By registering for accommodation, it is understood that the guest presents an identity card or passport to the reception staff upon arrival at the hotel.
2. Based on the ordered and guaranteed accommodation, unless otherwise agreed, the hotel is obliged to accommodate the guest from 4:00 p.m.
3. The guest is obliged to follow the hotel's instructions for health protection in the form of wearing a protective mask and equipment. If the guest violates any of the rules and regulations, the hotel has the right to terminate the contract, even if this happens before the guest's original departure date.
4. The guest agrees to cover all costs of their stay in the event that they are required to undergo a personal quarantine at the hotel.
5. The hotel provides services to the client in the scope and quality determined by the relevant Decree on the Categorization and Classification of Accommodation and Catering Facilities, according to which the hotel is classified as a hotel ***
6. The hotel reception operates on a partial schedule from 7:30 a.m. to 10:00 a.m. and from 4:00 p.m. to 9:00 p.m.
7. During the check-in for accommodation, the reception staff will explain to the guest the conditions of accommodation and service provision, the equipment of the hotel room, how to operate the lift, basic orientation and safety information about the hotel.
8. The guest must conclude their stay by 10:00 a.m. on the agreed day of departure and vacate the room by this time, unless otherwise agreed. If the guest fails to do so, the hotel reserves the right to charge an additional fee, which the guest is required to pay without undue delay.
9. There are designated outdoor areas for smokers where smoking is allowed. Common areas of the hotel, hotel rooms, restaurant (all indoor areas) are non-smoking areas. There is a designated area for smokers with a standing ashtray before entering the hotel, the restaurant's terrace if it is open. If the guest violates the smoking ban in the room, the hotel has the right to charge the guest a fine of €300 for each day in which they violated the smoking ban. The hotel is obliged to inform the guest about the award of such a fine at the latest at the end of the stay - check-out.
10. In the rooms, in all common areas of the hotel, it is not allowed to make changes to the equipment, interventions in the electrical and other installations without the consent of the hotel management.
11. For safety reasons, it is not allowed to leave children under 10 without adult supervision in the room or in other areas of the hotel.
12. Quiet hours in the hotel are from 10:00 p.m. to 6:00 a.m. During this time, guests are expected to maintain behavior that does not disturb others. Excessive noise, such as loud TV volume, talking, singing, or conversations in hallways or on terraces, is not permitted. Social events after 10:00 p.m. may only be held with prior approval from hotel management.
13. The guest pays the bill for accommodation and services provided by the hotel according to the confirmed order. If the order is not confirmed, the hotel charges the prices according to the hotel's valid price list. The hotel can change the prices if the guest requests a different room category and other services than those confirmed in the order. In this case, the prices apply according to the hotel's valid price list. The price for accommodation and services provided by the hotel is due no later than the day of the agreed last day of service provision.
14. Bed linen and towels are changed at specified intervals according to the categorization of the three-star hotel, and early replacement is possible for a fee. You can request an exchange at the reception, where you will also be informed about the price of this service. Excessive soiling of linen and towels (for example, make-up, wine...) that cannot be removed will be charged 20 euros per piece.
15. The hotel entrance at the reception is intended for the reception of guests staying at the hotel and it is not allowed to allow visitors to the accommodation part of the hotel.
16. The hotel does not allow the entry and accommodation of animals in the hotel unless otherwise agreed.
17. Lost items left by guests at the hotel are recorded and stored for a period of 6 months. Forgotten belongings will only be sent to the guest upon request and at the requestor's expense.
18. Hotel employees may enter a guest's hotel room in the event that it is necessary to eliminate a malfunction, ensure cleaning and replenishment of room accessories, or provide necessary medical assistance.
19. The hotel assumes responsibility for the things brought in by the accommodated guests to the extent and under the conditions stipulated by the applicable legal regulations.
20. This Accommodation Hotel Rules and the legal relationships arising on its basis are governed by Austrian law. Other rights and obligations of the hotel and the hotel guest, which are not contained in the Accommodation Hotel Rules or in the General Terms and Conditions for the provision of accommodation services at the HAAS*** hotel, are governed by the relevant provisions of Austrian law.
21. The customer is responsible for any damage caused by them or by individuals for whom they are accountable to the property of the operator and/or the hotel, as well as to the life, property or health of the operator's employees or other customers. The customer is obliged to compensate the damage caused in this way to the injured party (operator or customer or employee) in accordance with the law.

Švec Rastislav
Hotel Managing Director