

# **House Rules!**

## **1.) Check-in at reception**

All people who stay in the hotel/use the hotel infrastructure must register at the reception! People who do not appear at the checkin properly and do not appear on the booking and still use the hotel infrastructure will be considered attempted fraud and a violation of the Tyrolean registration law, which will result in a report. The prices are per head and not per studio/apartment, see booking confirmation and general terms and conditions!

## **2.) Behavior in the hotel**

The VIER is a place of relaxation, which is why mutual consideration is essential so that all guests find peace and relaxation during their vacation! We therefore ask you to always keep the volume at room level, in your studio, on the balcony and in the hallways. Room volume defines a volume that cannot be heard from the respective room/area! This is especially true between 10 p.m. and 6 a.m., during which time there is no sleep! During this time, please refrain from any loud activities in your studio, on the balcony or in the hallways. Such as loud walking around, moving furniture or heavy objects, loud music, etc., all noises that exceed the room volume and which could bother your studio neighbor.

**In the event of violations:** If there are complaints from other guests several times or even early departure due to your misconduct, the person who caused the disturbance will without exception be charged the cancellation costs of the other guests who left early! This is stated in the terms and conditions.

## **3.) Fire Safety**

Smoking is prohibited throughout the hotel and a violation will result in a textile cleaning fee of 200 euros. Handling open flames in the studio, on the balcony, in and around all areas of the hotel building, as well as on the hotel grounds, is also prohibited. This includes private grilling with gas, electric, or charcoal grills. When cooking in the studio, the exhaust hood must always be turned on as explicitly mentioned during check-in. If a fire alarm is triggered due to heavy smoke or fumes, the cost of fire department activation amounting to 300 euros will be charged to the perpetrator.

## **4.) Damages**

All public areas of the hotel are under video surveillance for security reasons. Any unintentional damages should be reported to the reception while wilful damages will be reported as vandalism and charged in full to the perpetrator. The booked studio is handed over in perfect condition on the arrival day and any damages that occur during the stay whether accidental or intentional must be reported to the reception immediately. All unreported damages or missing studio equipment will be reported and charged in full.

## **5.) Behaviour in the Relaxation Area (Wellness Area)**

Alcohol is prohibited in the relaxation area and we kindly request that mobile phones and tablets with cameras not be pointed directly at other guests. Reserving loungers in the relaxation room is not allowed, unattended swimwear may be removed from loungers by other guests for the purpose of resting after sauna sessions. Please maintain a quiet and peaceful atmosphere throughout the relaxation area as it is a place of tranquillity. The use of any electronic entertainment devices is only allowed with headphones.

## **6.) Hotel Departure/Checkout**

Every checkout should be done at the reception which is open daily until 9:30 PM. If you depart during the night time hours, outstanding charges from the room bill on the previous day can be settled at the reception. Leaving the hotel with an open or partially paid room bill will be reported immediately without a formal warning process.