

## House rules Schartner Alm – Lodges

**On arrival:** please register immediately at the reception. Please bring a valid document from all fellow travellers so that we can carry out the legally required guest registration.

The reception is open until 6 pm.

Please inform us right away if you are travelling with pets. Dogs/pets are only possible on request and only in certain AlmLodges.

**The reserved Alm Lodges are available from 3pm. Arrivals after 6pm are only possible by arrangement!**

**If you do not let us know, there might be charges!**

During your stay:

For **payment** we accept cash and the following credit cards: Visa, Master Card, EC.

**Quiet time** is from **11pm to 8am**. Please avoid any kind of noise during this time.

During your stay we ask you to behave considerately towards other guests.

On request, you can park closer to the house during arrival/departure in order to carry your luggage to your room via the rear entrance.

**Volume/noise level:** we ask you to behave in such a way that no other guests are disturbed. TVs and radios may only be played at room volume.

Smoking is prohibited in all apartments and common areas.

**Pets:** Pets are only allowed with the explicit permission of the management. Every pet must be registered. The pet owner is liable for his pet and must ensure that other guests are not inconvenienced.

Dogs must be kept on a leash in the public areas. Excrement must be removed immediately by the dog owner. It is expressly **forbidden to wash animals in the shower**. Dogs are prohibited in the bathing area and on the playground.

**Pool/swimming area:** The pool area is open daily from 8am to 8pm and is not supervised by a

lifeguard. Entering the pool area is at your own risk. Minors may only visit this area when accompanied by a parent or guardian. It is forbidden to jump into the water, to pollute or to throw objects of any kind into the water.

**Pets** are not allowed in this area.

**Rubbish separation:** Garbage must be disposed separately in the designated rubbish area (at the back of the building). Please separate organic waste, glass, metal, paper, cardboard, plastic and residual waste! We ask you to dispose residual waste in sealed bags and bring it down in the bucket.

Bulky waste may not be disposed, but must be brought personally to the Ritten recycling centre.

**Barbecuing:** Barbecues are forbidden inside the building and on the balconies, as the outer facade is made of wood.

**Visitors:** Please register any visitors at the reception. Day visitors are requested to park their vehicles at the parking area on the opposite side of the road. Access for day visitors is only permitted on foot. The parking area is not supervised; the management accepts no liability. Day visitors are not permitted to visit the swimming pool!

Parents take responsibility for their children. Minors must be supervised by a parent or guardian at all times. Parents are requested to accompany children to the sanitary facilities, swimming pool area and playground.

**On departure:** We ask to settle your bill one day before departure at the reception. The apartment must be vacated by 10am at the latest on the day of departure.

When you leave, please leave it clean and in good order.

## General emergency number: 112

**Medical visits:** You will find a doctor on duty every day of the week in the medical centre at Klobenstein. More detailed information is available at the reception.

Pharmacy Klobenstein: Dorfstrasse 21, 39054 Klobenstein, phone :1 +39 0471 356108, phone 2: +39 0471 356667

The management accepts no liability for damaged or lost property, nor for damage caused by force majeure. Furthermore, the management is not liable for damage caused between guests and not directly caused by the fault of the establishment.

The guest is liable for general damage in the apartments.

By entering and staying in our structure, you accept all our regulations. In any case, it is at the discretion of the management to expel guests from the premises who break the house rules or disturb or harass other guests.

In any case, we recommend that you always contact us immediately so that we are informed of any dissatisfaction and can take remedial action accordingly.

**Video surveillance:** The Schartner Alm structure is monitored by video cameras in some areas for the purpose of monitoring property and personal safety. You can find a complete data protection declaration on our homepage.

*The entire team of the Schartner Alm wishes you a pleasant stay & welcomes you warmly!*

## Useful information

Our **reception** is open daily **from 8:30am – 1pm and from 3pm to 6pm.**

Our **Bistró** is open for you from 8am to 6pm. (closed on Wednesdays)

Our **pizzeria** is open daily from 5:30pm to 10pm, Sundays from 5pm (closed on Tuesdays & Wednesdays)

It is possible to buy various products such as fresh bread and other groceries in our sales point, the **AlmLadele**. Opening hours: 8am to 12pm. In consultation with the management, we are also available in the afternoons.

On the ground floor there is a washing machine and a dryer, for which you must pay. Please pay the fees at the reception.

At the reception you will also find various information for leisure activities such as hiking maps, e-bike rental, events and much more.

Free **Wifi** is available throughout the entire area. The guest network is called Schartner Alm Guest. The access key is: **schartneralm**

### WATER IS LIFE

The Ritten is a water-poor area, so please use drinking water sparingly!

