

We bid you a hearty welcome!

We are happy that you have chosen our hotel for your vacation.

In order to help you enjoy your holiday we have designed a small A-Z leaflet with useful informations about the hotel, the region and our services.

Of course will be at your disposal to answer questions and queries at any time.

We wish you a pleasant and relaxing stay
Family Vötter and Team

UPFRONT INFORMATION

Opening times

Reception:	8.00 am to 10.00 pm
Cashier:	8.30 am to 9.00 pm
Breakfast:	7.00 to 10.00 am
Dinner:	6.00 to 9.00 pm
Hotelbar:	daily until 11.00 pm
Indoor pool:	7.00 am to 8.00 pm
Sauna area:	3.00 to 7.30 pm

FRONT OFFICE

Our front office ladies are here for you from 8.00 am until 10.00 pm – from your room you are welcome to dial the tel.

100 to reach the front desk. Of course we are available IN CASE OF EMERGENCY also during the night – you can reach us also dialling the number 100.

CARPORT

We have a availability of 10 carports with a snap-in bracket.

For a charge of €8,00 per day we can reserve it for you. Please ask at the front office.

ARRIVAL

Upon arrival we ask you to fill in the registration form. You receive a guestcard and in the Summer a Summercard which grants you free admittance, reductions on the local facilities and attractions. Please do let us know if we may send you our Hotel e-mail Newsletter.

DEPARTURE

On the day of departure please leave your room -until 10.00 am.

GENERAL HOTEL INFORMATION

BATHROBES

You will find bathrobes on your bed. Bath slippers you can get at the reception for a small charge of EUR 1,00.

BEAUTY

In cooperation with a beauty parlor we offer nice Beauty packages. For appointments please contact the reception team. There is a free pick up service for our guests.

BOOKS

and magazines you will find in the bar and in the relaxation area.

CHILDREN'S PLAYROOM

On the ground floor is a playroom for our young guests – please do not leave them alone. Just right next to the hotel is a big children's playground which can be accessed directly from the hotel garden. In winter our little guests can pick up a snow glider at the reception desk for free.

CONSIDERATION FOR THE NEIGHBOR

The walls between our rooms are very soundproof. Nevertheless we kindly ask you to be considerate with watching TV and listening to music.

Our tip: close the bathroom door – because here could be some sound bridges.

CROSS COUNTRY SKIING

Directly in front of the hotel is the entrance to one of the 300 km Cross country slopes in our region. A detailed map you will receive at the reception desk. The beautifully lightened 'night slopes' might be a highlight.

DOGS

You are welcome to bring your dog – the charge is EUR 15.00 per day. Please understand that dogs have no admittance to the restaurants and wellness area.

DOCTORS

You will find two medical practices near the hotel.

If you do not feel well, we will of course make an appointment with one of the doctors.

Dr. Watschinger Phone: 06547 8698

Dr. Griessner Phone: 06547 8227

Dr. Kathrin Vizi Phone: 06547 20128 (dentist)

ELECTRONIC EQUIPMENT

It is not allowed to use any other electronic equipment than electronic razor or hair dryer in the hotel rooms.

EXTRAS & INCIDENTALS

We do charge all incidentals and extras from the bar, -Minibar, Restaurant, etc. to your room and ask you to -please sign the receipts.

FITNESS-GYM

The Fitness room you find downstairs, next to the children playroom. Please pick up the key at the reception. Fitness room is accessible for adults only. In summer you will find 3 lovely outdoor training devices in our hotel garden.

GOLF

The Golf Club Zell am See with 2 x 18 holes is only 5 minutes away – as a foundation member and partner hotel of the Golf Club we are pleased to offer a 30 % 'green-fee' reduction. For tee times just contact our reception desk.

HOTEL BAR

The hotel bar with open fire place is open daily.

INVOICE

We ask you to possibly pay on the evening before departure until 9.00 pm. Or in the morning from 8.30 am. We do accept Maestro bank card, Visa and Mastercard. Dear guests, we kindly ask you to sign your Restaurant- and Bar bills upon consumption. Bills are booked to your guest account automatically in the night and no later changes are possible.

INTERNET

Free Wifi in all hotel – the password you will receive at the reception desk. Please be aware that the Wifi may only be used for legal purposes. In case of contravention we might be forced to forward the log file information to the investigative authorities.

KRISTALL SPA

Indoor pool

The temperature of the pool is 29°C, water depth 1.40 m (please do not jump in the pool) Please observe all regulations in the Spa and wellness area. Towels for the wellness area you will find in the special 'pool bag' in your bathroom. Please drop the wet -towels in the basket in the pool area – the bags will be refilled by our cleaning ladies daily.

Sauna area

Dear guests, please be aware that the sauna & relaxation room area is a nude area and reserved to be used exclusively by adults. From 16 years!

Solarium

Coin operated with EUR 1.00 coins (2minutes). Please observe the regulations.

MEAL TIMES

At the Vötter's Restaurant we are happy to welcome you ☺

We serve Austrian-Italian specialties and daily alternating dinner menus as of Euro 28,00 or you can also choose from the à la carte menu directly in the Restaurant. Gladly we will take your dinner table reservation prior to arrival for enjoyable evening meals. Our service team is waiting for you.

MASSAGES

Sunday, Wednesday & Friday the masseuse Helga will be here for you. Please pre book your appointment at the reception. A list of treatments and rates you find at the reception and in the information folder in your room.

MINIBAR

The minibar in your room will be refilled daily – please put down the consumed drinks in the list.

MAIL

Stamps and postcards can be bought at the reception.

OLDTIMER MUSEUM

As a hotel guest we invite you to visit our Oldtimer museum from the 50's – 70's for free.

PHARMACY

in the centre of Kaprun. Mo. to Fr. 8.00–12.00 am and 2.30–6.30 pm, Sat. 8.00–12.00 am.

Phone: 06547 8669.

REPAIRS

We always try to ensure that everything works for our guests.

If anything is defect we kindly ask you to fill out the repair-list and bring it to the reception – thank you.

ROOM KEY

Please take it always with you. This will open your room, the main entrance, our wellness area and the ski room.

If you lost it please come to the front office. We kindly ask you not to store your room key next to your mobile phone because it will be discharge.

SAFE

In the hotel rooms you will find a Hotel safe for your valuables.

To close the safe: put in a 6 digit code and press the #key.

To open the safe: put in the 6 digit code.

Please make sure your safe is open when checking out – thank you.

SKI BUS

In winter the free of charge ski bus shuttle K2 stops right across the street.

SKI AND BOOTROOM

Your room key opens the store room from 7.00 am – 8.00 pm. We kindly ask not to go to the hotel rooms with ski boots. The boot room offers special heaters to dry the ski boots. If you would like to book overnight Ski service at our rental -partner Store Sport 2000 – please contact the reception.

SKI TICKETS

You can buy the ski ticket at the reception desk.

SKI SCHOOL

We are happy to assist you booking the ski school.

SKI RENTAL

Our partner rental store Sport 2000 Glaser offers up to 36 % reduction on the ski rental package rates (skis, boots and sticks) – please show your room key card folder. Upon request the team of SPORT 2000 is happy to deliver and pick up your rental ski gear.

TELEPHONE

To call outside: Pick up the phone – dial '0' for the outside line and the number

To call inside: Floor 1, 2, 3, 4 + the room number

For the family rooms (51–57): dial 6 + room number

International country codes:

Germany 0049 Luxembourg 00432

Italy 0039 Switzerland 0041

France 0033 Belgium 0032

Netherlands 0031 Great Britain 0044

USA, Canada 001 Norway 0047

Sweden 0046 Danmark 0045

Telephone information 11 88 77

Worldwide information 0900 11 88 77

In House phone numbers:

Reception 100 • **Hotel bar** 600

Emergency Numbers

Fire Brigade 122 Police 133

Ambulance 144

Mountain Rescue 06547/8233 or 8525

TELEVISION

All rooms are fully equipped with cable TV – detailed informations on the available channels you will find in the guest folder.

WAKE UP CALL

You can programme a wake up call in your telephone: For instance, if you want to wake up at

7.00 am: Dial 98 + 0700 and hang up after the beep. The reception desk can of course also programme a wake up call for you.