



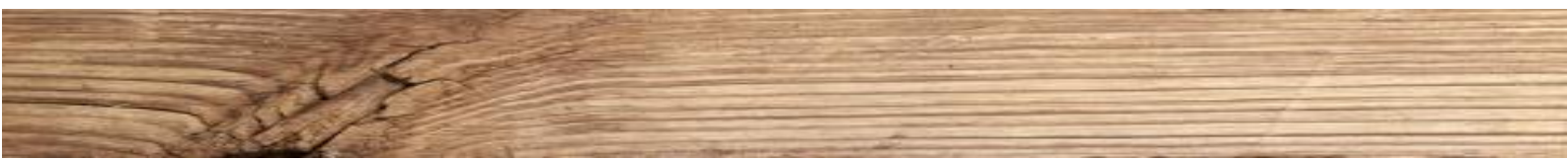
<b>Alarm Call</b>	That you do not oversleep, we can arrange an alarm via your room phone. Please contact the reception for this.
<b>Arrival/Departure</b>	<p>On your arrival day the check-in time for your room is from 02:00 pm. On your departure day the check-out from your room is until 10:00 am. For your luggage we have two trolleys available.</p> <p>Please inform us about delayed arrivals or earlier departures as well as please note that not consumed breakfast or dinner cannot be refunded.</p>
<b>Bath robes</b>	Are available for free in your room and will be collected from your room one evening upfront your departure date.
<b>Bill / invoice</b>	You can pay your hotel bill on the evening before your departure date until 10:00 pm or on the morning of your departure date from 07:30 am.
<b>Breakfast</b>	Breakfast buffet daily from 07:30 am until 09:30 am. If will leave already before 07:30 am on your departure day, we are happy to arrange you a lunch box on one day advance request at reception desk.
<b>Children Equipment</b>	Baby cot and high chairs are available on request.
<b>Church services</b>	Catholic Church every Sunday at 09:00 am – Pfarrkirche Ischgl
<b>Consumptions</b>	Your beverage consumption in the dining room or at the hotel bar will be charged directly to your room. You are welcome to receive an overview bill at the reception desk.
<b>Credit Cards</b>	We accept Master cards and Visa. Please note that ski passes can only be paid in cash or by debit card.
<b>Dinner</b>	Dinner time daily from 06:30 pm to 08:00 pm.
<b>Damages</b>	For any damage caused by a guest, the Austrian regulations of the law on damage apply. The guest is liable for any damage and disadvantage suffered by the hotelier or a third person by his fault.
<b>Emergency Numbers</b>	Fire department: 122, Police: 133, Rescue:144, Europe 112
<b>Excursions</b>	In addition to brochures and information materials available for you in the lobby area, our reception desk is happy to support you in planning any excursion.
<b>Fire conditions</b>	See information sheet attached!
<b>Flowers</b>	Please contact your reception desk – we will arrange the order for you.
<b>Hairdresser</b>	The reception team supports you by arranging an appointment.
<b>Incompatibility</b>	If you experience any incompatibilities regarding eating habits, please inform the reception desk on your arrival date. We are happy to respond and adapt our menu to your needs.
<b>Internet</b>	WLAN-Password: verwall33



<b>Luggage storage</b>	We can store your luggage at our reception (the hotel does not take any liability for this).
<b>Lunch boxes</b>	see note „breakfast”
<b>Massages</b>	Information, appointment and reservation at your reception team.
<b>Night entrance</b>	From 11:00 pm- on the left side of the hotel, opens with your room card.
<b>Night-time Rest</b>	From 10:00 pm we kindly ask you to keep silent to ensure the night rest.
<b>Pharmacy / Doctor</b>	Doctor Walser in Ischgl, Phone 0043 5444 5200, Silvrettaplatz 1
<b>Public Transport</b>	The ski bus stop and the bus stop (direction: Galtür) are directly opposite from the hotel entrance. The bus stop (direction: Landeck) is located about 50 meters to the east from the hotel, direction right-hand side if you leave the hotel entrance.
<b>Parking</b>	Parking in front of the hotel is free.
<b>Payment</b>	We accept cash payment as well as debit cards / EC cards, Visa and Master cards.
<b>Private Spa</b>	Our steam bath is also bookable as Private Spa (with Prosecco etc.), please ask at the reception desk for further arrangements and reservation.
<b>Reception desk</b>	Opening hours: daily from 08:00 am to 09:00 pm, call through: 9
<b>Room issues</b>	If you miss anything in your room as for example pillows, hangers, towels etc., or discover any damage needs to be fixed, please contact your reception team.
<b>Room cards</b>	In addition to the room door, your room key card also open the ski and hiking depot in the souterrain, the entrance door, the night entrance from 10:00 pm on the left-hand side of the hotel, the spa area as well as the underground parking area. We kindly request you to return your room key cards on your departure date to the reception desk; the key cards are void until 10:00 am on departure day.
<b>Room cleaning</b>	On daily base! If you would like not to be disturbed, please use the sign “Do not disturb” on the outside area of your room door by hanging it on the doorhandle.
<b>Safety Box</b>	The in-room safety box is located in the interior of your closet; the manual instruction for the use of the safety box you will find deposit next to the safety box. We kindly request to deposit all your valuable things in your safety box or you are also welcome to deposit it in our hotel safe.
<b>Shoe cleaning</b>	Our shoeshine-machine is in the forecourt of the basement of the hotel lobby area.
<b>Ski school</b>	Ski school Ischgl, Silvrettaplatz 2, phone 0043 5444 5257; information concerning ski courses & registration you will receive at your reception desk.



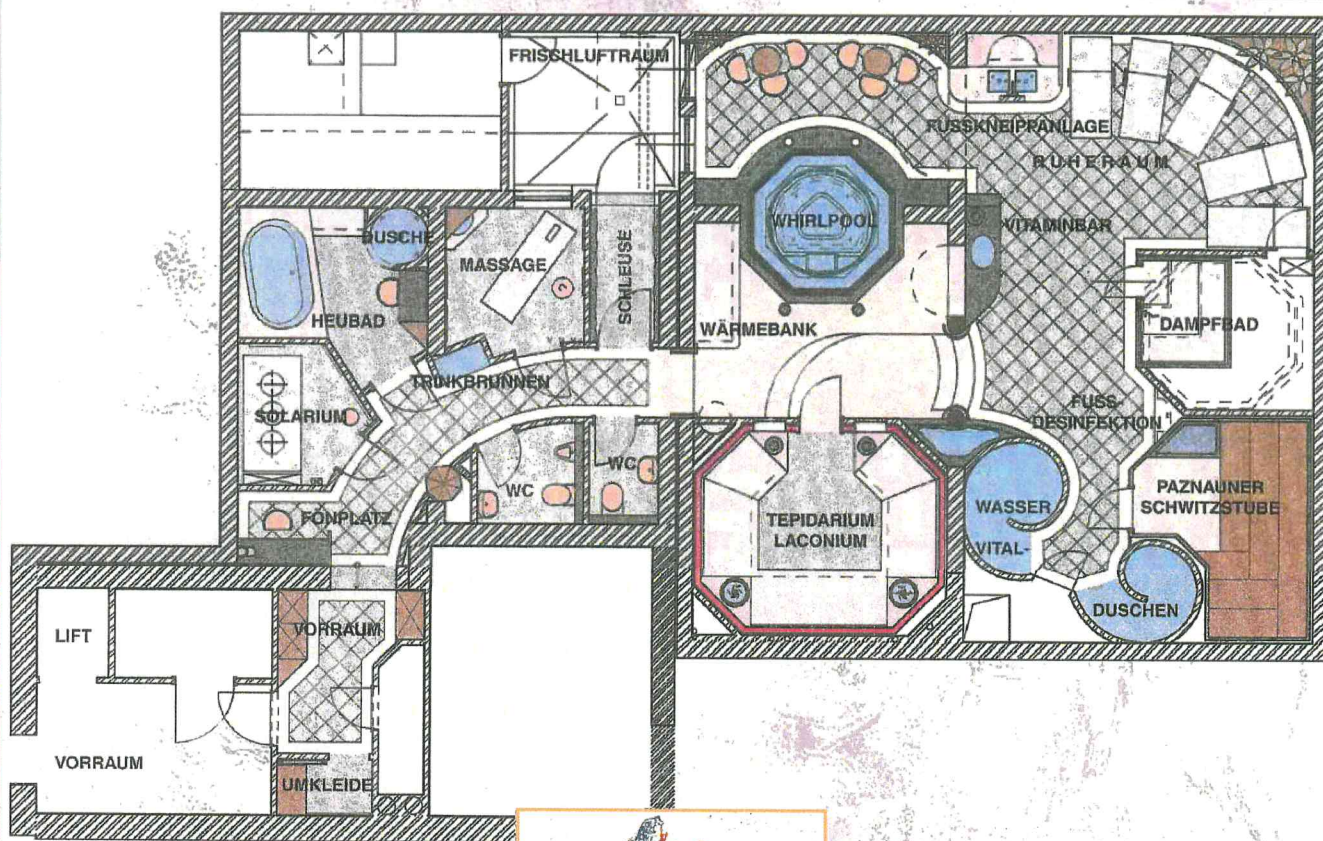
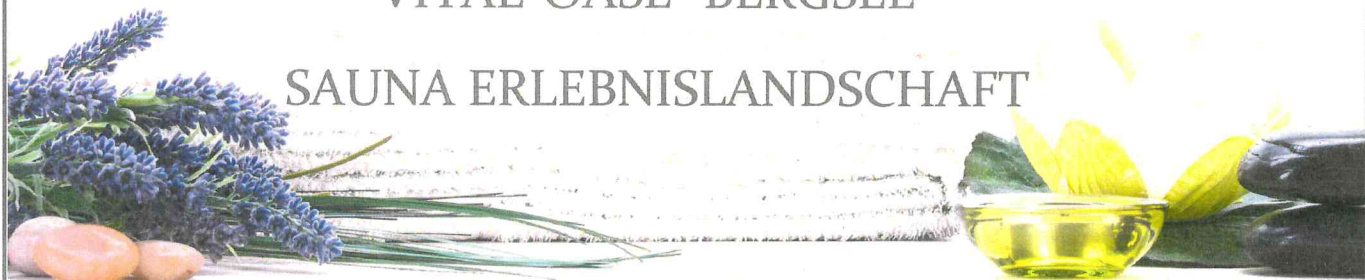
<b>Smoking</b>	Smoking ban! We are a non-smoking hotel. You are allowed to smoke on the balcony or outdoor of the hotel entrance. All the other areas like the rooms, wellness area, lobby bar, the hall or the dining area are non-smoking areas.
<b>Solarium</b>	€ 8,50 per coin – 20 min. – tanning time; available at the reception desk.
<b>Stamps</b>	Stamps and postcards are available at the reception desk and can be handed over there for the dispatch.
<b>Steam bath</b>	€ 8,50 per coin – approximately lasting for 20 minutes (hay flower, lavender, sage); the coins are available at the reception desk, - also bookable the Private Spa.
<b>Taxi</b>	Alpentaxi Ischgl, phone: 0043 5444 5757. Our reception team will be happy to arrange your taxi order.
<b>Telephone</b>	The outside line is obtained by selecting a "0". Telephone charges are € 0,22 per unit. Important country codes: D (0049), AT (0043) and CH (0041).
<b>Terrace</b>	During the warm spring- and summer months our outdoor sun terrace is open for you with service for drinks during the afternoon hours.
<b>Towels</b>	„Protecting the environment – use towels more often". You decide the change of yours towels on your own. Towels that need to be changed are kindly requested to leave them on the floor. Regarding sauna towels (yellow-white) – please take them for use from your room with you to the sauna.
<b>Underground parking</b>	Our underground parking area opens with the room key cards for the room types A and B; included one garage place per room. Garage fee for other room types upon availability bookable with € 15,00 per day and per car.
<b>Vouchers / Gifts</b>	Value Vouchers and souvenirs (Hedwigs Gin, Arnolds Gin, homemade brandies, pine carafes, local mountain honey, etc.) are available at the reception desk to be bought.
<b>Wellness Area</b>	<p>Our Vitaloase Bergsee (naked area, entrance by your room key card) is daily open from 03:30 pm until 07:00 pm (on bad weather days even also earlier). Children under 16 years are not allowed to entrance the Spa area. Alcoholic drinks and smoking are forbidden!</p> <p>PLEASE TAKE WITH YOU THE YELLOW-WHITE TOWELS FROM YOUR ROOM FOR USE IN THE WELLNESS-AREA.</p> <p>Coins for the solarium and the aroma bath are available at the reception desk à € 8,50 per coin.</p>
<b>WLAN</b>	Free available in almost all hotel areas, except not in the wellness-area. Password: verwall33



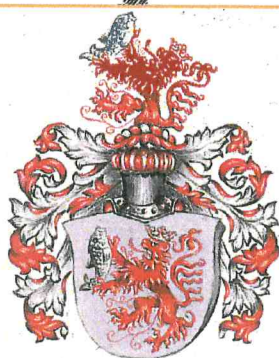


## VITAL-OASE "BERGSEE"

### SAUNA ERLEBNISLANDSCHAFT



Besonders in der  
sollten wir Werte wie  
sowie Lebensqualität wieder  
Vital-Oase "Bergsee"  
Ruhe und Entspannung



wertvollen Urlaubszeit  
Regeneration und Vitalität,  
schätzen lernen. In unserer  
haben wir eine solche Insel der  
für unsere Gäste geschaffen.

...ankommen und wohlfühlen!



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## Baderegeln (Bathing rules)

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ÖFFNUNGSZEITEN TÄGLICH - 15:30 Uhr bis 19.00 Uhr

(open daily from 3:30 pm – 7 pm)

- ❖ Eintritt in unsere Vital-Oase „Bergsee“ mit Key -Card möglich  
(Entrance only possible with your room card)
- ❖ Kinder Wir bitten Sie höflich um Ihr Verständnis, dass Kinder unter 16 Jahren der Eintritt in die Vital-Oase nicht gestattet ist  
(Children under 16 years are not allowed to use our wellness-area)
- ❖ Textilfreie Zone (Nude area)
- ❖ Rauch- und Alkoholverbot (Smoking and alcoholic drinks are forbidden)
- ❖ Ruhebereich (Please keep silence)
- ❖ Wertmünzen für Solarium / Duftbad an der Rezeption erhältlich  
(Coins for solarium and steam bath are available at the reception desk)

### **Solarium**

circa 20 Minuten Bräunungszeit

€ 8,50 pro Münze

### **Unser Duftbad (auch als Private Spa mit Sekt/Kerzen buchbar):**

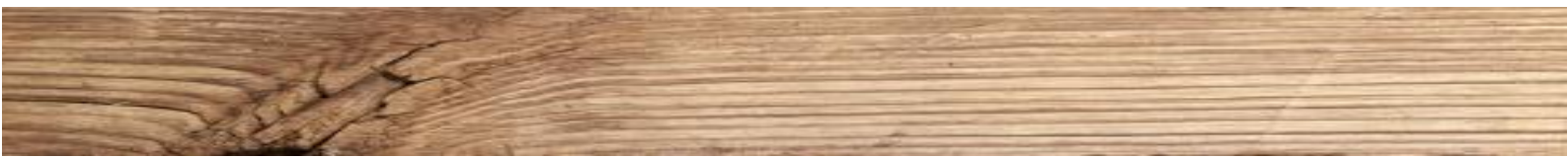
Heublume, Salbei oder Lavendel

Dauer circa 20 Minuten

€ 8,50 pro Münze

- ❖ Saunahandtücher (gelb-weiß): bitte vom Zimmer mitnehmen und nach Gebrauch in den Wäschekörben im Saunabereich abgeben (Please take the yellow-white towels from your room with you for using the wellness-area)
- ❖ Massagen: Terminvereinbarung über die Rezeption (Appointment arranged by the reception desk)
- ❖ Bademäntel: erhalten Sie nach Verfügbarkeit gerne an der Rezeption (Bath robes are available on request at the reception desk)

... Lassen Sie es sich gut gehen ❤ ...



# Preventing fires



No naked flames; fire, unshielded ignition sources  
and smoking prohibited

## Behaviour in the event of a fire

Keep calm

Report the fire



Actuate the manual fire alarm



Emergency number ((0-))122

Get to safety

Warn persons at risk / actuate  
the fire alarm

Assist others in need of help

Close doors



Follow the destined  
emergency exits



Do not use the lift

Go to the assembly point

Follow instructions

Attempt to  
extinguish the  
fire



Use the fire extinguisher



Use the fire hose



Use means and devices for  
fire-fighting (e. g. fire blanket)

# Sonstiges

## TV Programme (TV programs)

Canal	Program	Canal	Program	Canal	Program
1	ISCHGL LIVE HD	34	DMAX AUSTRIA	67	24 TV
2	TOP DESTINATION	35	PULS 4	68	RAI NEWS
3	ORF 1 HD	36	NDR	69	RAI 1
4	ORF 2 HD	37	PRO 7 MAXX	70	BVN
5	ORF 3	38	SAT 1 GOLD	71	BBC WORLD
6	DAS ERSTE HD	39	RTL NITRO	72	BBC 1 LONDON
7	ZDF HD	40	N-TV	73	BBC 2 ENGL.
8	SRF 1 HD	41	N24	74	CNN
9	SRF 2 HD	42	HR	75	CNBC
10	SERVUS TV HD	43	WDR	76	FRANCE 24
11	3 SAT HD	44	ARD ALPHA	77	TV 5 MODE
12	BR HD	45	TELE 5	78	NEWS ONE
13	ARTE HD	46	ANIXE	79	EURONEWS
14	ATV HD	47	K-TV	80	1 TV RUS
15	ATV 2	48	SIXX AUSTRIA	81	RUSSIA TD.
16	SAT 1	49	COMEDY CENT.	82	POLONIA 1
17	RTL	50	WELT D. WUNDER	83	I TV
18	RTL 2	51	MELODIE TV	84	I TV 2
19	KABEL 1	52	VOLKSMUSIK	85	I TV 4
20	VOX	53	DELUXE MUSIK	86	OMROP FRY.
21	PRO 7	54	GOTV	87	TV NORGE
22	SUPER RTL	55	BEAUTY TV	88	VISION NORGE
23	KIKA	56	BB MV LOKAL	89	DOBRO TV
24	DISNEY CH.	57	HOPE CH	90	RT5 SAT
25	NICKELODEON	58	RNF	91	TRT TURK
26	SWR BW HD	59	PEARL TV	92	TVR 3
27	PHÖNIX HD	60	MEDIA SHOP	93	CNL
28	ZDF KULTUR HD	61	JML SHOP	94	NOE TV
29	ZDF NEO HD	62	1-2-3 TV	95	KANAL 10
30	MDR HD	63	HSE 24	96	CT 24
31	ORF SPORT+	64	GOD CH	97	MANOULEN7 TV
32	EUROSPORT+	65	FASHION TV		
33	SPORT 1	66	CHANNEL 21		