

DOMENIG'S

LUXURY APARTMENTS

HOUSE RULES

www.domenigs.com

Welcome to Domenig's Luxury Apartments. We designed this apartment with the utmost care and with your valuable relaxation in mind. To ensure a tranquil getaway for all, we kindly ask everyone to observe a few house rules.

GENERAL

Seeing our guests make full use of the furnishings and features provided fills us with joy. We do, however, request that you treat the apartments with the same consideration as we did when we designed them. We understand that accidents happen and things occasionally break, in which case we encourage you to contact us immediately.

PLEASE NOTE THAT, AS THE APARTMENTS' OWNERS, WE RESERVE THE RIGHT TO ENTER THEM IF DEEMED NECESSARY.

- Your chosen Domenig's Luxury Apartment will be ready for you from 4 pm on the day of your scheduled arrival.
- Please understand that pets of any type are not allowed in our apartments.
- Every apartment is equipped with the latest air conditioning and heating systems including intelligent temperature control. This allows you to individually regulate the temperature for each living and bedroom. Please close all windows and doors when leaving the apartment in order to guarantee the best possible indoor temperature.
- Holding parties, festivals, or any other events in any of the apartments is strictly forbidden.
- All of our apartments and the entire building are non-smoking.
- The number of guests listed in the booking contract must not be exceeded. The booked apartment may not be made available to any third parties.
- The apartment owner does not accept any liability for the loss or damage to valuables brought in by guests.
- Please treat the apartment and all furnishings with care and respect and ensure all guests in your party are familiar with and ready to observe these house rules.
- Do not remove any of the furniture or take indoor furniture outdoors.
- Please leave the kitchen in the same condition as you found it upon arrival.
- You are provided with key cards to your luxury apartment. They also open the main entrance and provide access to our garage. Separate cards are provided for your ski locker at the Fiss lift station. A € 30 deposit is placed on each ski locker key card, however, use of the ski locker is free of charge for the entire duration of your stay with us. Please do not give any of your key cards over to third parties as each guest is fully liable for use or misuse of their key cards.
- Our guests are responsible for any damage to the apartments' furnishings, décor, and appliances in so much as it is not the result of reasonable wear and tear.
- Every luxury apartment comes with one reserved parking space. Additional parking spaces are limited in number and may be reserved upon request and availability for a fee of € 30 per day. Please park inside the lines of the parking space and leave an even amount of space on both sides of the car. This allows you and other guests to easily enter and exit their cars without risking damaging other cars. Please understand that we do not accept liability for any damages to vehicles parking in our garage.
- Peace at night: In order to ensure our guests' undisturbed peace and slumber, we kindly ask that you keep noise to the minimum, especially after 10 pm.
- Please keep your TV, radio, and other audio devices at a moderate volume.
- Linen: Towels, bathing towels, sauna towels, and bathrobes are provided for the agreed number of guests in the apartment.
- We offer a delicious breakfast roll service. Please let us know the type and number of bread rolls you would like to enjoy for breakfast by 11 am the day before. Special forms for your order are provided. Your bread will be delivered fresh from the local bakery every morning.
- Check-out: We advise personally checking out of your apartment between 5 and 7 pm the night before you leave or between 7 and 9 am on the day of your departure. The bills for any extra services enjoyed during your stay should be settled the night prior to your leaving. This includes the local tax, final cleaning, bread roll service, and other offers. We accept payment in cash or by Mastercard, Visa, and ec card.
- Final cleaning is organised by the apartment owners. The price varies from apartment to apartment and can be found on your reservation confirmation.

CANCELLATION

- If you need to cancel your stay with us before arrival, the following conditions apply:

Up to 1 month before arrival	No fee
Between 1 month and 1 week	70 %
Within the last week before arrival	90 %

- Cancellations received on the scheduled day of arrival or no-shows are charged with 100 % of the booking sum. The full sum will also be charged to your account if you leave early.
- **PAYMENT** – We request that you make a down payment of 40 % of the total booking sum within 14 days of receipt of your booking confirmation. Please transfer the money to our account: Domenig GmbH, IBAN: AT47 3631 5000 0012 6557. The remaining 60 % of the sum is expected to be received 15 days prior to your scheduled arrival, except where we have a written agreement that you pay the remaining sum on the day of your arrival.
- Terms and **CONDITIONS APPLY.**

Please feel free to contact us with any further questions or queries. We are delighted to be of assistance.

Family Domenig
Domenig GmbH