

Hotel Policy - Important information regarding your stay

- Booking Agreement:** A booking is concluded when we have provide you with written confirmation of your requested travel and room reservations. Please read the information provided under "trip cancellation", which is part of the reservation agreement.
- Arrival** Check-in is available from **Monday to Saturday, 9:00 am to 7:00 pm**. Please take into consideration in your schedule that your room may only be available from 2:30 p.m on the day of arrival.
On Sundays and public holidays arrival only until 11:30 a.m. or by "Komm mit" bus transfer.
- Departure:** On the day of departure, we kindly ask you to vacate your room by 10:30 a.m.. Thank you.
- Parking:** Parking spaces are available for our guests (limited number) in front of the hotel free of charge and without reservation.
- Trip Cancellation:** Room cancellations are unpleasant for both parties. In the case of cancellation at short notice (trip cancellation) or if your room reservation is cut short (trip interruption), we will of course try to rebook the room. If we do not succeed, we are entitled to charge you for a loss of 80 % of the accommodation price.
In order to avoid disagreements, we recommend obtaining trip cancellation insurance, which we enclose with every written reservation confirmation.
- Smoking ban** Smoking is prohibited in the enclosed areas (hotel rooms and public areas of the hotel such as the reception, indoor pool and dining room).
- No pets:** We kindly ask you to understand that, for hygienic reasons and out of consideration for subsequent hotel guests, no pets are allowed.
- Means of payment:** Payment by EC-card or cash.
- Visitors Tax and Spa Card (Kurkarte):** The visitors tax is levied by the city and is staggered according to whether it is low season or high season. This comes to € 1.90 per day during low season and € 2.70 per day during high season and is charged by the host on behalf of the city.
For the duration of their stay, each guest receives a valid electronic 'Kurkarte' or spa card. The guest then has free travel on buses, free admission to the spa concerts and reading rooms and numerous discounts on events organised by the spa administration. The spa card is to be returned upon departure. If you lose your card, a replacement fee of € 5.00 is charged.

If you have any questions, we are happy to help at any time. Use the contact form on this homepage or simply call us at telephone number 0049 8247 96540. We are here for you.