

**The Gasthof Zillertal**  
**House Rules**  
Version 22-05-2017

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**1 No drugs**

The use or possession of drugs in the Gasthof is strictly prohibited.

**2 No disturbance between 22:00 - 07:00**

We ask you to keep the noise level down after 22:00. Have respect for the other guests.

**3 Visitors allowed**

The more the merrier, so invite relaxed people to the Gasthof. Between 9:00 and 22:00 they are more than welcome, after 22:00 only in the Riders Lounge. For visitors to stay in other areas of the Gasthof permission must be asked from the manager. If a guest you have invited for a visit does not respect our house and its regulations you will be held responsible for their actions.

**4 Night guests**

Night guests are persons that stay between 22:00 and 9:00 in the Gasthof. Make sure that all of your roommates agree to the visit. You will report the night guest to the manager during reception hours between 13:00 and 19:00. The approval or disapproval by the manager for the guest staying the night is final. The current nightly rate plus tourist tax will be charged. A night guest without our knowledge will be considered a crasher and this has serious consequences.

**5 No crashers**

Crashers are persons that stay between 22:00 and 9:00 in other areas than the Riders Lounge, i.e. your apartment, and stay the night without payment and our knowledge. Crashers that are found will be charged a night's stay plus surcharge. The guest providing the opportunity for crashing to take place may be removed from the Gasthof.

**6 Garbage**

The hallways are to stay empty and clean. Personal belongings are to be placed in your apartment. Garbage is to be disposed of in the garbage room on the ground floor. The garbage needs to be sorted correctly, ask the manager for instructions. For handing in unsorted garbage we can charge sorting costs.

**7 No pets**

No pets are allowed in the Gasthof unless the manager has given permission.

**8 No destroying of property**

Have respect for the property and the people that put their heart and soul in to making the Gasthof something special. Accidents happen and things break, report this to the manager. You will receive a bill for the damage done. Those who are honest will receive the necessary papers for indemnity by your insurance company.

**9 No kitchen, no cooking**

When your accommodation has no kitchen, you are not allowed to prepare meals there.

**10 Security deposit**

The Gasthof asks you to pay a security deposit. This security deposit is a buffer for possible damage to property or obstruction of the peace that you may or may not cause deliberately. Damage caused by you during your stay in the Gasthof will need to be paid immediately according to a cost indication made by the manager. It is not possible to address your security deposit for these costs, as the buffer needs to be maintained until your departure in case of unforeseen damages done at a later date. If all is settled the full amount of the security deposit will be returned with your departure from the Gasthof.

**11 Clean accommodation**

We ask you to clean your apartment after your stay. If the apartment is not clean and in proper state after departure we will use your security deposit to pay for unforeseen costs. The manager has the right to check this.

**12 Watch your personal belongings, we will too**

You are responsible for your own belongings. The Gasthof has a 24 hour camera security system that may help prevent the theft or damage with malignant intent of personal property in the public areas of the building. However, the Gasthof will not be held responsible for theft, loss or damage to the belongings of its guests. If you suspect theft or damage you may request that we inspect the security video footage.

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**13 No smoking**

In all the areas, including your apartment, smoking is prohibited. Smoking on the balcony is allowed, but we will check for left behind cigarettes or cigarettes stubbed out on the building. For both cases we can withhold the security deposit.

**14 Close the doors**

Due to safety reasons all entrances to the Gasthof and doors to the apartments are to be closed after entering or departing.

**15 No misuse of safety equipment**

Misuse of safety equipment, such as fire extinguishers or the fire alarm, will lead to immediate removal of that person from the Gasthof and a fine.

**16 Be nice to one and other**

Respect other guests and the Gasthof crew. Any form of violence, verbal abuse or discrimination is strictly prohibited and may result in direct removal from the Gasthof.

**17 No alcohol under the age of 16**

No alcohol will be served to guests under the age of 16. No strong liquor will not be served to guest under the age of 18. If in doubt we will ask for your ID.

**18 You are not allowed to move any furniture**

It is not allowed to move beds or other furniture in your room or apartment. If you would like to see things different contact the manager.

**19 Keycard or key wristband**

A keycard or key wristband is issued to you upon check-in at the Gasthof. This key grants you access to the building and your room from the moment it is issued till 11:00 on the morning of check-out unless the management or crew have specified otherwise. This key is strictly personal and it is prohibited to lend out your key to anyone not staying at the Gasthof. Loss of your key will result in a replacement fee of € 10,00. If the loss is noted at check-out the fee will be deducted from your security deposit.

**20 Check out**

You are obligated to inform the manager of your intentions to leave the Gasthof. If you fail to do so this will result in the loss of your deposit. If you depart earlier than the rest of the guests living in the accommodation, you leave the responsibility of checking out in the hands of your fellow room mates. If there are any problems concerning the state of the room and no person will take responsibility for their actions the cost of the damages will be split between everyone in the group.

**21 Listen to the Gasthof Crew**

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Supplement on the House Rules for Seasonaires

These rules are a supplement on the House rules of the Gasthof Zillertal and not a replacement, unless stated otherwise!

**1 Shared responsibility**

You will be sharing your accommodation with other people. You are therefor responsible for your accommodation as a group. If there are any problems concerning these rules and if no person will take responsibility for their own actions, the consequences will be for all the people staying in the accommodation.

**2 Night guests**

- A) Night guests are persons that stay between 22:00 and 9:00 in the Gasthof with approval of the manager.
- B) A night guest invited by a seasonair will pay a special rate plus tourist tax, there will be no cleaning costs and no deposit.
- C) Any damages as a result of the stay of the night guest will be settled with the seasonairs.
- D) During the season a night guest may stay up to 14 nights in total.
- E) The Gasthof does not supply extra beds for the night guests if those beds are not already in the apartment. If you have guests coming over, please make sure they bring their own air matrass or camp bed.
- F) There are no more than 6 people allowed in a season apartment and no more than 3 in a season studio (102).
- G) Each guest using the accommodation needs to send a confirmation by email to: [info@gasthof-zillertal.at](mailto:info@gasthof-zillertal.at), the confirmation needs to state an agreement of accepting the night guest.
- H) This article replaces the 'night guests' article in the House rules.

**3 Visitors**

Visitors are allowed in the season apartments after 22:00 if the manager grants permission.

**4 No Sublease**

Subleasing the accommodation is not allowed under any circumstance. Prior to the earliest arrival date of any of the people staying in your accommodation or after the last departure date of any of the people staying in your accommodation as mentioned on the invoice, the Gasthof can use your accommodation to rent out to others.

**5 No parties**

With respect towards the other guests, the neighbourhood and damage to our house, parties are not allowed in the accommodation or hallways. The opinion of the manager is final in determining whether a gathering is to be labeled a party and may result in an official warning 3 official warnings will result in immediate lost of your deposit and your removal from the accommodation without any refund.

**6 Clean accommodation**

We ask you to keep the apartment clean during your stay. It will make your season a lot more comfortable. Ski and snowboard equipment is to be stored either in the racks on the ground floor or on your balcony. Balcony's are to be kept clear of all other manner of items. Keeping the apartment clean will also result in less work when departing the Gasthof. If the apartment is not clean and in a proper state after departure we will use your security deposit to pay for unforeseen costs.

**7 Clean corridors**

The south tower is reserved for seasonairs. It is the shared responsibility of these guests to keep the public areas in the south tower neat and tidy. No trash, luggage, snowboards, skis, boots, or other manner of items are to be left in the halls. If you fail to keep the halls free of the before mentioned items, this will result in an official warning from the Manager, 3 official warnings will result in immediate lost of your deposit and your removal from the accommodation without any refund.

**8 Parking space**

For every season apartment there is one parking space reserved at the left side of the building. The manager or crew will show you your parking space. It is not allowed to park on the big lot in front of the building.

**9 Use of the washing machine**

If you want to use the washing machine it is possible from Monday morning until Friday evening. Use of the washing machine from Friday evening until Monday morning is prohibited. At the reception there is a list on which you can reserve a time to use the washing machine.

**10 Security deposit**

The deposit will be returned after your departure through a bank transfer. For this, we require your bank account IBAN and BIC codes. It can take several weeks for your deposit to be returned, as we need to clean the rooms and fix any damages.

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Payment rules season guests

## 1 Tourist tax

- A) Every visitor of Austria is required to pay tourist tax. Tax is set at €1,50 per day. The entire amount of tax is to be paid in advance.
- B) When working in Mayrhofen you can receive exemption of the tourist tax payment. You are able to get a tourist tax refund when handing over proof to Gasthof Zillertal. Proof can be a copy of a payment slip or paycheck from your employer in Mayrhofen. Proof for exemption must be handed over to the Gasthof Zillertal manager every month. In case of employment your tourist tax will be refunded for the days that you are employed.
- C) When cancelling or aborting your stay, there will be a refund of your tourist tax. The date of checking out will be seen as the date of exemption. In case of cancellation the refund of your tourist tax will be from the first day you receive the right for exemption till the last day of your stay.

## 2 Minimal stay duration season guests

The season rooms and apartments are rented out for two set periods corresponding with the validity of either the Zillertal Superski pass or the Tirol snowcard. Staying shorter than the Zillertal Superski pass season is possible but this has no effect on the season accommodation price.

## 3 Payment of the invoice

The total amount on the invoice will be divided by the number of months prior to arrival. That calculated amount has to be paid monthly before your arrival. You will receive a list of deadlines and the exact amount to be transferred upon those deadlines. The first payment has to be paid within 10 days after receiving the invoice.

As soon as a payment exceeds the deadline the Gasthof Zillertal will attempt to contact you to make new arrangements, if we can not reach you within a week after the passing of the deadline, the management reserves the right to cancel your booking without refund.

## 4 Security Deposit

- A) Included in the invoice there is a € 450,00 per person security deposit.
- B) Due to amount of work involved in cleaning and checking the seasonairs apartments, the deposit will be transferred back to you by bank after your departure unless there is reason to withhold the deposit.
- C) You are expected to check out with the manager or assistant manager leaving sufficient time to check the apartment in your presence. Failing this, you will resign to the decision of the manager on the amount of deposit that is deducted.

## 5 Refund for accommodation

- A) There will be no refunds for the accommodation payments when you cancel or abort your stay earlier than planned. It is possible to insure these costs yourself with a cancellation insurance. We advise you to do so!
- B) There are two scenarios where you can apply for a refund, these are mentioned under C and D. In either case the following rules are to be considered:
  - 1 The refund only applies to the remaining period starting on the day the new guest checks into the accommodation and never includes booking costs.
  - 2 The refund will be issued for 90% of the applicable period.
  - 3 After receiving payment from the third party, the refund will be issued to an account number as delivered by yourself. Note that we will need a IBAN and BIC code from that account.
  - 4 Refunds regarding tourist tax are covered in article 1C of this document.
  - 5 The refund rules do not apply when leaving for a short period with the intention to return to the accommodation.
- C) In case an extra guest wishes to move in to the accommodation during the season, take note of the following:
  - 1 Each guest using the accommodation needs to send a confirmation by email to: [info@gasthof-zillertal.at](mailto:info@gasthof-zillertal.at), the confirmation needs to state an agreement of accepting the extra guest.
  - 2 The Gasthof Zillertal staff has the right to refuse the extra guest.
  - 3 The number of guests in the accommodation may not exceed the standard accommodation capacity.
  - 4 The extra guest will be charged the season apartment rate for the nights he or she is to stay in the accommodation. That invoice needs to be paid before checking in.
  - 5 The new guest must pay a € 450,00 security deposit.
- D) There is a possibility to have a third party take over the obligations concerning the rent of the accommodation, take note of the following:
  - 1 Each guest using the accommodation needs to send a confirmation by email to: [info@gasthof-zillertal.at](mailto:info@gasthof-zillertal.at), the confirmation needs to state a agreement of accepting the third person as a new user of the accommodation.
  - 2 The Gasthof Zillertal staff has the right to refuse the third person.
  - 3 The third party will be charged the season apartment rate for the nights he or she is to stay in the accommodation. That invoice needs to be paid before checking in.
  - 4 The transfer of the security deposit to the new guest is to be settled between the departing and the arriving parties. The Gasthof Zillertal will play no part in this transfer and is only to be informed on the agreed arrangement by both parties. If no arrangement is communicated, the deposit will be returned to the original guest.

## 6 Payment costs

Any costs for money transfers by bank will be for your own account. Gasthof Zillertal will not share these costs with you.