

FAQ - Frequently Asked Questions

What time can I check in and by what time do I have to check out?

Check-in is from 14:00 to 18:00 on the day of arrival. Check-out is no later than 10:00 on the day of departure.

Do you have special equipment for babies?

Yes, there is a baby crib.

Are pets allowed?

Yes, your four-legged pets are very welcome.
Costs on request.

Do I get a bathrobe & bathing shoes?

Bathrobe yes, bathing shoes no.

Is there a dress code in the restaurant?

Whilst it's perfectly fine for you to wear comfortable clothing during the day, we ask that you dress more formally in our restaurant. Smart-casual wear is fine.

From when to when is the restaurant open?

The restaurant is open on Mon, Wed, Thurs, Fri, Sat & Sun from 17:00 - 22:00. Food is served until 21:30.
The restaurant is closed on Tuesdays.

Is room service available?

Yes, on request. Please call the Ristorante „Da Lorenzo Team“ Tel: 0043/660/466 5568

Do you offer breakfast?

Yes, daily, but only when ordered the day before. Please call the „Da Lorenzo Team“ Tel: 0043/660/466 5568
Breakfast is from 07:00 to 10:00.

Is there a bread delivery service?

Yes, you can place your order the day before by calling Tel: 0043/660/466 5568

Is the WLAN free of charge?

Yes there is free WLAN access throughout the whole hotel.

Where can I book a ski course?

At the ski school Zell am See and Kaprun

Where can I buy a ski pass?

At all the ski lifts and at the tourist office

Is there a possibility to wash clothes?

Yes, you can wash and dry your clothes for free, but washing powder is not provided.

Is there a ski room?

Yes, with ski boot warmer

From when to when are the wellness area and the pool open?

From 15:30 to 20:30

Is there an electric charging station for my vehicle and what does it cost?

Yes, we have our own electric charging station, which is free of charge for our guests.