

General information

Booking information

To confirm a booking, we request a 30% deposit of the total booking price payable by bank transfer. We regret that we are unable to guarantee specific rooms or floors. Guests from outside Europe are requested to provide a 100% deposit of the total booking price at least 30 days prior to their arrival. This condition may also apply to other guests on an individual case basis.

Payments and bank details

Payments may be made in cash (EUR, CHF), by bank transfer (for payment of deposits only), or by debit or credit card (Visa, MasterCard, Eurocard and Amex).

Austria: Raiffeisenbank Fiss Serfaus IBAN: AT79 3631 5000 0012 1228 | BIC: RZTIAT22315 |

Recipient: Schlosshotel Fiss, Familie Domenig

Switzerland: Graubündner Kantonalbank IBAN: CH57 0077 4010 1083 76900 | BIC: GRKBCH2270A |

BCNr: 774 Recipient: Schlosshotel Fiss, Familie Domenig

Cancellations

Bookings cancelled 3 months or more prior to the planned start of a stay are not subject to a cancellation fee. Cancellations within 3 months to 1 month prior to the start of the holiday are subject to a fee of 40% of the total booking price; within 1 month to 1 week cancellations incur a 70% fee, cancellations of less than a week prior to the arrival date are subject to a fee of 90% of the total booking price.

For all bookings from the 17th of July to the 18th of October we offer you a free cancellation until 7 days before your arrival. From 6 days before your arrival we charge you 90%.

Our adapted cancellation policy for the winter season 2020 / 2021 - If you are unable to travel, the following cancellation fees will be charged:

- 14 days or more prior to arrival date: 0% of the full booking cost.
- Between 13 days and 3 days prior to arrival date: 70% of the full booking cost.
- Within 2 days of arrival date: 90% of the full booking cost.

In case that Austria is affected from a travel warning by your home country due to COVID19, you can cancel your reservation free of charge. We will refund your deposit payment or assign it to a future stay in our hotel.

Check In/Check Out

Your rooms will be ready at 4.00pm on your day of arrival. Early check-in may be possible if your room is ready. We kindly request that rooms are vacated by 11.00am on the day of departure. Late check outs without room are charged at €30,- per adult, €15,- per child aged 6-11. Children under 6 are not charged. Subject to availability, late check outs with room are charged at €65,- in summer / €90,- in winter per adult, per child aged 6-11 we charge €30,- in summer / € 45,- in winter. Children under 6 are not charged.

Children's full board

Breakfast buffet from 7.30-10.30am, afternoon buffet with soft drinks from 1.00-4.30pm, children's buffet from 6.30pm, daily childcare (from 8.30am-9.30pm in winter and from 9.00am-9.00pm in summer) for children aged 2 and over, fresh juices and fruit in the Kids' Club throughout the day.

Schloss Spa & Family Spa

The "Schloss Spa" is a quiet, textile-free and adults-only zone with admission reserved for guests over the age of 15. The Family Spa is a family-friendly, textile zone. Mobile telephones and tablets are not allowed in any of these areas.

Pets

Well-behaved pets are welcome on request, however they are not permitted in the restaurant, Spa or swimming areas.
€30 per pet per day, excluding food.

Transfers

We offer a hotel transfer service from the train station or airport, please contact us for transfer rates.

Smoking

The hotel is non-smoking. The separate smoking lounge and heated smoking terrace are available for tobacco enthusiasts.

Schlosshotel cancellation protection

We recommend that you take out our travel cancellation insurance. It covers 80% of the cancellation costs (20% excess) in the event of accident, illness, death or serious events involving the insured person, their children, siblings, parents or grandparents. The premium is charged at 5% of the booking price and is payable with the deposit. The policy covers bookings to the value of a maximum of €15,000.