



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. Travel agencies and 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

Our adapted cancellation policy for the summer season 2021 & winter season 2021/2022

If you are unable to travel, the following cancellation fees will be charged:

- Cancellation without any cancellation fee until 14 days before arrival
- Between 14 days and one week (7 days) before arrival: 70% of the full booking cost
- Within the last week (6 days) before arrival: 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.

General Cancellations

Bookings cancelled 1 month or more prior to the planned start of a stay are not subject to a cancellation fee. 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.

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.

SHF Luxury Board

- Breakfast buffet
- Afternoon buffet with soft drinks
- Dinner with several courses

Kids' Club

Daily childcare for children aged 2 years and more:

- from 9:00am – 9.00pm in summer
- from 8.30am – 9.30pm in winter,

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.

Aqua Monte & Splash

Cool and watery fun is guaranteed in our Aqua Monte Splash with various pools, water slides and a paddling pool for toddlers and babies.

Four-legged friends at Schlosshotel Fiss:

Well-behaved dogs are welcome at Schlosshotel Fiss. The price is € 30,- per day per dog (without food). Dogs must be kept on the lead in the hotel premises. We are pleased to provide a dog blanket, dog towels or a feeding bowl upon request. Out of respect for other guests, dogs are not allowed in our restaurants (breakfast and dinner), in the entire wellness area - including pool and garden areas, our Schloss gym and treatment / massage



rooms - and our Kids Club. You can bring your four-legged friend to the hotel lobby, hotel bar and chimney lounge. Nice walking trails can be explored in the immediate neighborhood of Schlosshotel Fiss.

Dog holders are liable for damages and destruction. You should inform us as soon as possible about the damages incurred.

Transfer

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.