

## General information

### Booking information

To confirm a booking, we request a 50% deposit of the total booking price payable by bank transfer within 14 days. The SHF crew is very keen to guarantee you a smooth check-out. We accomplish this by avoiding foreign credit card limits and declined transactions in advance. Please note that bank transfers can only be considered if they are received in our bank account at least 48h before check-out. 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.

### 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). Please note that payments by bank transfer can only be taken into account if we have received them before check-out and they have been booked to your room. Quick transfers on your departure day can not be considered.

**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

### General cancellation policy

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

- Cancellation without any cancellation fee until 1 month before arrival
- Between 1 month and 1 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

Special cancellation conditions apply for group bookings, please contact our reservations team for further details.

## 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-out without a room** in winter 2026/2027:

Adults: € 40.00 per person, children 3-9 years: € 20.00 per person, children up to 2 years free.

**Late check-out without a room** in summer 2026:

Adults: € 35.00 per person, children 3-14 years: € 20.00, children up to 2 years free.

**Late check-out with room** (only possible subject to availability) in winter 2026/2027:

Adults: € 90.00 per person, children 3-9 years: € 45.00, children up to 2 years free.

**Late check-out with room** (only possible subject to availability) in summer 2026:

Adults: € 68.00 per person, children 3-14 years: € 35.00, children up to 2 years free.

## SHF Luxury Board

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

## Dresscode

Dresscode for dinner: sporty elegant

## 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

There are fresh juices for children all day long in the Kids Club.

## Adult Spa & Family Spa

The "Adult Spa" is a quiet, textile-free and adults-only zone with admission reserved for guests over the age of 16. The Family Spa is a family-friendly, textile zone.

## Aqua Monte & Splash

Cool and watery fun is guaranteed in our Aqua Monte and 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. 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 SHF gym and treatment / massage rooms - and our Kids Club. You can bring your four-legged friend to the hotel lobby, hotel bar and fireplace 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.

The price is € 38,- per day per dog (without food).

## 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.