

Welcome to All-Suite Resorts

We are delighted to have you staying with us! By making a booking, you agree to our house rules. These rules ensure a harmonious coexistence and help make your stay, as well as that of all our guests, as relaxing as possible.

House Rules

All-Suite Apartment

Your apartment is equipped with high-quality furnishings. If you are missing anything or need assistance, please do not hesitate to contact our reception team. Please treat the furniture and equipment with care so that future guests can also enjoy them.

We kindly ask you to report any damages or missing objects immediately after check-in.

Additional Guests

Your safety is our top priority – additional guests staying in your apartment beyond those included in your booking are only allowed upon prior registration.

Cleaning

A mid-stay cleaning or linen change, if booked in advance, can be scheduled at reception.

Check-Out

Check-out is by 10:00 AM.

The apartment must be handed over in a swept-clean condition.

Please start the dishwasher before leaving. To avoid blockages, food scraps, hygiene products, or waste must not be disposed of in the sink, washbasin, or toilet.

Garbage must be disposed of in the designated waste room before departure. Please follow waste separation guidelines for the sake of our environment.

Please note that late check-out will incur additional costs.

ALL-SUITE.COM

Emergency Number

The emergency number can be found in your key card wallet.

This number is strictly for genuine emergencies outside of reception hours.

For calls that are not safety-related or are due to alcohol/drug-related incidents, a fee of €50 per call will be charged.

Essential Amenities

Your apartment includes the following starter kit:

- Bedding, towels, and a wellness bag (bathrobe, wellness towels) according to the number of booked guests.
- A starter kit with coffee, coffee filters, tea, pepper/salt mills, dishwasher tablets, all-purpose cleaner, dish towels, kitchen roll, garbage bags, shower gel/shampoo, toilet paper, hygiene bags, and cleaning materials.

Once these supplies are used up, you must replenish them yourself.

Garbage bags and dishwasher tablets are available free of charge at the reception.

Fire Alarm

For your safety, all apartments are equipped with smoke detectors that are directly connected to the fire department. Costs incurred due to an unjustified fire alarm or tampering with the smoke detector will be fully borne by the guest.

Liability

We accept no liability for valuables or sports equipment brought into the apartment. We recommend using the safe in your apartment.

Pets

Pets are allowed upon request and for an additional fee.

Our pet package for dogs includes a bowl, treats, and waste bags.

Pets are not allowed on furniture, in the wellness area, or in the restaurant. Leashes are mandatory throughout the resort, and we kindly ask you to clean up after your pet.

ALL-SUITE.COM

Quiet Hours

Please observe the quiet hours from 10:00 PM to 7:00 AM and respect your neighbors.

Reception Hours

Our reception team is available for you on-site from 8:00 AM to 8:00 PM.

Security Deposit

A security deposit of €250 per apartment is required for your stay.

This amount is pre-authorized on your credit card at check-in and will be released after check-out and an inspection of your apartment.

As a guest, you are liable for damages or lost items up to the replacement value or repair cost. If damages exceed the deposited security amount, we reserve the right to charge the additional cost.

We also reserve the right to charge administrative fees related to repair or replacement costs.

Ski Boots

Ski boots must be stored in the ski room. To protect the floors and reduce noise, walking in ski boots inside the hotel premises is not permitted.

Smoking Ban

Smoking in any form is prohibited in all indoor areas.

Please use the ashtray on your terrace or balcony and be considerate of your neighbors (including those above and below you).

Costs incurred due to an unjustified fire alarm or tampering with the smoke detector will be fully borne by the guest. If your apartment is contaminated with smoke odor, the full security deposit of €250 will be charged for cleaning.

Sports Equipment

Skis, bicycles, and all sports equipment may only be stored in the designated ski and bike room. Storage inside the apartment is not allowed.

ALL-SUITE.COM

Waste Separation

Please separate your waste into the following categories: residual waste, paper, cardboard, plastic/metal, organic waste, and glass (white/colored). Appropriate containers are available in the apartment and clearly marked in the waste room.

Waste must be disposed of in the waste room before check-out.
Deposit bottles can be returned at the supermarket.

Wellness Area

By using the wellness area, you agree to comply with the bathing and sauna rules as well as age restrictions. Bringing glass items into the wellness area is strictly prohibited for safety reasons.

Wellness Bag

The provided wellness bag and its contents are for use during your stay and must be fully returned to the apartment at check-out. If you like our bathrobes, sauna towels, or wellness bags, you can purchase them at our reception.

Thank you for your cooperation. If you have any questions, we are happy to assist you.

Your All-Suite Resort Team

ALL-SUITE.COM