

GOOD TO KNOW A-Z

Important and interesting facts for your vacation at the Brunnwirt.

Dear guests!

A warm welcome to our Studio Apartment House in Fuschl am See!

Our apartments were built in 2019/20, each studio offering a unique style and design, with the aim to make you feel comfortable and relaxed throughout your stay.

To ensure that all guests can enjoy a pleasant experience, we kindly ask you to comply with the following house rules, which you agree to with your booking. The person making the booking shall ensure that all fellow travellers comply with the house rules. Please note that non-compliance with these regulations will result in charges.

IN GENERAL

1. In case you are missing anything in the apartment, or you need help, please reach out to us at +43 6226 8236-22.
2. Objects located in the vacation property and outdoor facilities may be utilized by the tenant, however, we appreciate your considerate handling of the furnishing in our property.
3. We kindly ask that you wear slippers in the property and appreciate that you take off outdoor shoes in the entrance area of the studio.
4. Moving interior furniture or placing it in the outdoor spaces is not permitted.
5. Adjustments to heating settings on electronic devices in the property is not allowed without prior agreement with the landlord. Please call us at +43 6226 8236-22 if you have any questions.
6. We will provide you with a complete set of bed linen and towels for the duration of your stay. If you extend your stay or would like to change your towels at any time (subject to a charge of 10€ per person).
7. Your stay includes final cleaning. For basic cleaning needs, cleaning supplies are available in the studio for you for the duration of your stay.
8. Smoking is not prohibited throughout the building. However, guests who choose to smoke are encouraged to visit the terrace or garden area and asked to use an ashtray. To ensure the safety of all guests and residents, you are required to completely cool off cigarette residues before disposing of them in residual waste. In case of burn marks or holes or other damages, the tenant/ person who made the booking is required to report any damage and to cover repair costs.
9. Please ensure enough ventilation of the rooms through regular ventilation /"shock vents". This prevents mold and odors and ensures fresh air in the studio.
10. For the duration of the agreed rental period, you assume responsibility for the rented holiday property. Please always ensure to close all doors when leaving and take the front door key/card with you. In case of burglary or theft, the landlord assumes no liability for the guests' valuables or personal properties. The front door key/card must not be passed on to third parties.
11. We assume no liability for personal injuries. Please ensure that children also comply with the house rules.
12. Please be respectful of others and observe the rest times between 10 p.m. and 7 a.m.
13. It is not permitted to store bicycles, scooters or strollers in the apartment, entrance area or stairwell.
14. We love animals, but in consideration of our other guests, we unfortunately cannot accept any pets.

B R U N N W I R T

AMENITIES – A LIST OF AMENITIES IS AVAILABLE IN EACH STUDIO

Information - Office hours:

The studios at Brunnwirt Fine Dining & Living can be easily booked online. Please follow the booking instructions on our homepage.

For any important questions, important matters, extensions, company invoices or special requests, please contact us by phone at +43 6226 8236.

Reservations are possible Mon-Fri from 09:00 to 15:00. You can book online 24 hours a day.

ARRIVAL / DEPARTURE

... by car:

take A1 highway exit Thalgau, continue towards Hof near Salzburg, at the roundabout take the exit towards Bad Ischl – Fuschlseeregion.

... by plane:

Salzburg Airport www.salzburg-airport.com, national and international flights daily (about 30 min drive from Fuschl)

Another close alternative: Munich Airport (about 2 hour drive from Fuschl)

... by train:

Salzburg Main Railroad Station with daily national and international fast connections

CHECK-IN / CHECK-OUT

The apartment will be available after 3pm on the day of arrival (unless otherwise agreed). Information regarding the access key will be communicated separately at the time of booking.

On the day of your departure, the apartment must be vacated by 10am. A check-out at the kiosk or reception is not required, your keycard will expire at 10am (ensure to lock the door of the studio and then drop off the card in the mailbox).

Your Check-out Check list

Prior to the departure, we kindly request that you:

1. Empty the fridge and wipe it dry
2. Clean the dishes and place them dry in place
3. Dispose of the rest of the food
4. If necessary, clean the oven
5. Turn off electrical appliances (except refrigerator)
6. Dispose of garbage in the intended waste bins (located on the first floor) and disposed of separately
8. Please make sure to lock the studio with your keycard and then leave it in the mailbox.

We thank you for leaving our vacation property in same condition you found it. In case of severe contamination, you may be charged for additional cleaning hours.

PHARMACY

The nearest pharmacies are located in Hof near Salzburg or St. Gilgen (both about 10 minutes by car). Pharmacy emergency services can be found at www.apothekenindex.at.

MEDICAL DOCTOR

If you require medical help, please contact the medical service by dialing 141. -> see also Hospital

CAR RENTAL

Car rentals are located across the city of Salzburg. The main providers are located at the airport and the main train station.

SIXT: +43 810 977424

AVIS: +43 662 877278

HERTZ: +43 662 852086

EUROPCAR: +43 1 8661650

MANUALS

User manuals for all electrical appliances in the studio such as dishwashers and microwaves are available (in multiple languages) in this info folder.

PAYMENT METHODS

We accept the following types of payment: Master, Visa and ATM card. Cash payment is not possible. For company invoices (prepayment), please contact us at office@brunnwirt.at.

DAMAGE

Accidents can happen. If anything unplanned happens, we kindly ask you to notify us immediately of any damages (rather than us finding out at the final cleaning :)). Note that no hygiene products, waste, food waste, harmful or sharp liquids, fats or the like may be thrown or disposed of in the toilet or shower - otherwise unpleasant blockages may occur or our biological wastewater treatment plant will be damaged. Please make use of the waste disposal facilities that are provided. In the event of any damage, the tenant/guest is liable for any replacement/repair costs.

BOOKING AND PAYMENT:

Booking and payment are possible online (brunnwirt.at), by mail (office@brunnwirt.at) or on site with us in person, as well as via our check-in terminal. We accept the following means of payment: Visa, Master or ATM card.

Confirmation of your booking, including access code (reservation number), will be sent to you by email. At check-in, you will receive your keycard. After check-out, you will receive your invoice by email.

FINAL CLEANING/CLEANING

We kindly ask that you take care of the property and keep it in the condition you found it in. In case of extreme dirt or liquids on the floor or work surfaces, etc., we kindly ask you to clean these immediately. Brooms and cleaning supplies are available. Cost incurred because of any major contamination will be charged accordingly.

WASTE/GARBAGE DISPOSAL

Let's be considerate of our environment. Appropriate separation of waste is very important to us - please do your part!

The following containers for waste disposal are available to you on the first floor (behind the wine cabinet)

- Paper
- Plastic foil and plastic cups
- Glass
- Cans and metal
- Compost (food residues and everything that rots)
- Residual waste

Food leftovers do not belong in the toilet!!!! Please always remember to use a garbage bag!

FIRE EXTINGUISHER

Fire extinguishers are located on each floor. Their exact locations are marked on the map found on your entrance door. If you suspect a fire in the building, leave the building immediately and contact the fire department by dialing 122. Smoking and handling of an open fire is strictly prohibited throughout the apartment house area. Damage caused by negligence or willful act will be charged.

EMERGENCY EXIT ROUTES

Emergency exit routes are marked with green illuminated pictograms in accordance with international standards. In the case of an emergency, follow the exit route information as indicated on the map located on your entrance door. Take this plan with you as an additional guide in case of an emergency.

LEISURE, ENJOYMENT & INFRASTRUCTURE:

- Delicious food and drinks next door at the Brunnwirt restaurant
- Natural drinking water, lots of peace and nature to relax, no motor boats allowed on the lake
- Sunbeds on our own beach area
- Picnic by the lake, barbecue area
- Equipment (subject to availability): Stand-up paddles, row boats & kayak; bicycles, hiking poles and hiking backpacks for rent
- Activities: running, cycling, hiking, mountaineering summit experience, climbing, golfing, cross-country skiing, snowshoeing, ski tours
- Culture: Proximity to the Festival City of Salzburg and Imperial City of Bad Ischl - Sound of Music Tour
- Bus stop in front of the door to get to Salzburg or Bad Ischl

RIGHT TO ACCESS

The landlord is entitled to enter the apartment if necessary. Please take care of your valuables, we do not accept liability for any loss.

PETS

We love animals, but in consideration of our other guests, we unfortunately cannot accept any pets.

INTERNET WIFI

We offer free WiFi connection. If you would like access, please let us know so we can share the access code. Guests are using the Internet at their own risk. The landlord assumes no liability for any activities of guests on the internet.

KITCHEN

Please handle kitchen and technical equipment with care. (You will find instructions in the information folder). We kindly ask you to:

1. Clean and properly dry dishes, cutlery, pots and the like before storing them away.
2. Always use coasters to place hot objects such as pots or pans on tables and worktops.
3. Use a kitchen board as base when cutting/chopping food.
4. Use baking paper when using the oven. Keep oven and microwave clean.
5. Do not put any waste, leftover food, harmful liquids, fats or similar into the kitchen sink otherwise it can lead to unpleasant blockages. Please properly dispose all waste.

TERMINATION

In the unlikely event of multiple violations of the rental conditions, the landlord can unilaterally terminate the rental agreement and the guest must leave the apartment immediately. In such a case there will be no refund of the rental cost.

ENSURE VENTILATION

To avoid mold formation, we ask you to please ventilate the studio at least once a day by opening all windows for 5 minutes. It is especially important to ventilate after cooking and showering as this prevents mold and odors.

UTILITIES

Unless otherwise agreed, water, electricity, heating and waste disposal are included in the rental price. These costs are calculated based on estimate of reasonable consumption, however the landlord may request additional charges should consumption greatly exceed the average.

EMERGENCY CONTACTS - PHONE NUMBERS

- Euro emergency number: 112
- Car Repair service (ÖAMTC): 120
- Fire Department: 122
- Police: 133
- Emergency/Rescue: 144
- Medical doctor emergency call: 141

PUBLIC TRANSPORTATION

The bus stop is right in front of our house. You can get all information about public transport in Salzburg at <https://salzburg-verkehr.at/>.

PARKING

There is 1 free parking space available per studio. You will receive a parking permit and please place it visibly in your vehicle. Parking spaces are only made available for the duration of the stay/as agreed. The landlord is not liable for lost or damaged vehicles parked or maneuvered on the property and their contents. Please keep the entrance to the garage clear.

FEES

In addition the studio price, the local tax is € 2.00 per person / night. The apartment price includes numerous free amenities and services.

Unless otherwise agreed, the final cleaning fee is included in the studio price, and assume a normal cleaning effort. The studio must be left swept clean on departure, dishes must be washed and stored away. Please separate and properly dispose any waste (see "Waste/Garbage Disposal").

PRICE REDUCTION

In case of any failure of furnishings, public supply or due to force majeure, there is no entitlement to a price reduction. Any defects in the apartment must be immediately reported to the landlord. The guest grants the landlord a reasonable time period to remedy the defects. Complaints shared post-departure cannot be considered.

SMOKING

We are a strictly non-smoking apartment house and kindly ask for your compliance. Perpetrators will be charged for any negligence or willful act and if there is any damage caused due to smoking in the building and if studios cannot be rented due to smoking. However, guests who choose to smoke are encouraged to visit the terrace or garden area and asked to use an ashtray. To ensure the safety of all guests and residents, you are required to completely cooled off cigarette residues before disposing of them in residual waste. In case of any burn marks or holes, the tenant will be required to indicate any damage and to cover repair costs.

QUIET TIMES/REST PERIODS

Be a considerate neighbor and respectful of others. We ask you to observe the rest times including lunch, night and Sunday rest. Please be respectful of the quiet times between 10 p.m. and 7 a.m.

KEYS

Please take good care of the keycard. A loss of the keycard must be reported immediately.

DUTY OF DILIGENCE

We ask our guests to treat the apartments with care and to ensure that all travelers comply with the rental requirements. For the safety of all residents, including yourself, make sure that the front door is always locked. All windows must be closed when leaving the apartment to avoid possible damage due to bad weather or break-in. Think and act in a sustainable manner when using water and electricity.

CANCELLATIONS

We hope you won't have to cancel your vacation. However, in case of an unplanned event, the following cancellation fees apply:

- We accept cancellations up to three months prior the scheduled arrival date free of charge.
- For cancellations three to one month prior to the planned arrival date, 40% of the room rate will be charged.
- For cancellations 1 month to 1 week prior to the planned arrival date, 70% of the room rate will be charged.
- For cancellations within 7 days prior to arrival, 100% of the room rate is payable.

Cancellations must be received by 12 noon CET (Central European Time). Note that we will have to charge the full amount if there is no written cancellation.

EARLY DEPARTURE

Unfortunately, we cannot grant any refunds in case of early departures. Unforeseen events can happen and we recommend our guests consider travel cancellation insurance.

WINE CABINET

Located on the first floor of the apartment house, you will find a wine cabinet, where you can purchase a bottle and enjoy the sunset on the terrace.

PAYMENT METHODS

We accept the following types of payment:
Visa, Master, Maestro/EC-Card

ADDITIONAL CLEANING SERVICE REQUEST

If intermediate cleaning service is desired during your stay, we can organize this for an additional charge.

Thank you for your adherence to the above rules.
Status House Rules/ AGB: 2019

Additional information on current excursions, events etc. can be found in our "info corner" located in the entrance hall of our apartment building.

We wish you a pleasant stay, filled with fun, relaxation, and memories. In case of questions do not hesitate to contact us.

Sincerely, your hosts
Gerti & Johannes Brandstätter