Elsa Spa Apartments Tux

Guest Information Guide

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1 HOUSE RULES AND TERMS

Welcome to ELSA Spa Apartments Tux.
To ensure a safe, enjoyable, and legally compliant stay for all guests, the following house rules and terms apply. By making a booking and entering the premises, you agree to these conditions, which are in line with the General Terms and Conditions for the Hotel Industry in Austria.
ELSA Spa Apartments Tux, referred to as 'the operator', reserves the right to amend the house rules and terms at any time. Any bookings and reservations already made will remain unaffected by such changes.
Thank you for your understanding and cooperation in making ELSA a safe, enjoyable, and high-standard retreat for all guests.
For any questions or assistance, please contact the reception.

1.1 Booking Conditions & Cancellation Terms

1.1.1 Reservations

- Reservations can be made through our website, our business partners' websites (e.g., Booking.com), by email, or by phone.
- A reservation is only valid after the required reservation fee has been paid and written confirmation (via email) has been received from the operator.
- Until the reservation fee has been received and confirmation issued, the reservation is considered a non-binding offer with no accommodation claim.
- The reservation fee must be paid according to the operator's instructions within the specified timeframe and amount. If not, the reservation is invalid and non-binding.
- For reservations made through Booking.com, the reservation is valid once successfully completed and confirmed within the respective partner's system.
- Our offers are subject to change, and our website does not constitute a binding offer but an invitation for customers to rent our apartments.
- The reservation fee must be paid at the time of booking via credit card or optionally via bank transfer. This fee is deducted from the total booking price. The remaining balance is due upon check-in.
- We reserve the right to offer an equivalent replacement apartment, including through partner companies, if necessary.
- By completing a reservation, you acknowledge and agree to our house rules and terms and conditions (T&Cs).

1.1.2 Cancellations

- For regular bookings, a 30% deposit is required upon booking to guarantee the reservation. For selected peak dates (e.g. New Year's), a higher deposit may be required. The deposit is non-refundable.

- If cancelled 15 days or less before arrival, 100% of the total booking cost will be charged.
- If you take advantage of a special price as part of a special offer, the cancellation fee will be based on the cancellation terms of the respective offer.
- For non-refundable reservations, the cancellation fee is 100% of the total price from the time the reservation is made.

1.2 Arrival & Departure

1.2.1 Arrival & Check-in

- Your apartment will be ready from 16:00 onwards.
- To enter the building and your apartment, use the entry code emailed to you before your arrival. Enter the code on the black Loxone pad located next to the entrance door and your apartment door.
- Important: The entry code will only be sent after you have completed the online check-in.

Registration Requirements:

- All guests must be registered before arrival and sign the registration form at reception upon arrival to confirm their online check-in details.
- At registration, you will be required to present your ID or passport and provide a credit card number as a guarantee. Alternatively, a cash deposit may be required.
- If you arrive after 20:00, please visit reception by 10:00 the following day at the latest to complete your registration.
- If you are parking in ELSA's garage, you must provide your vehicle's registration plate number at the time of check-in.

1.2.2 Departure & Check-out

Your bill must be settled by 20:00 on the day before your departure.

- You can pay online using the booking manager link sent with your booking confirmation.
- Alternatively, you can pay at reception, which closes at 20:00.

Please vacate your apartment by 10:00 on the day of departure.

- If the apartment is not vacated on time and a late check-out has not been approved, our team is authorized to collect and remove guests' belongings without prior notice or authorization. Additional fees will apply.

Early Departure Policy:

- If you choose to leave before your scheduled check-out date, you remain liable for the full booking amount.

1.2.3 Payments and Extras

- You may charge all extras (beverages, spa cosmetics, EV-charging, etc.) to your apartment.
- Your bill should be settled by 20:00 on the day before your departure.
- You can do it online using the link to a booking manager that you received with the booking confirmation, or alternatively at the reception, which closes at 20:00.
- After your bill is closed, you can continue to enjoy our services with separate payments.

- We accept cash, as well as Visa, MasterCard, and Maestro cards.

1.2.4 Digital Services - Online Check-In, Chat, Payment

At ELSA Spa Apartments Tux, we provide digital services to make your stay seamless and convenient. Using the Booking Manager from your booking confirmation email, you can:

- Complete online check-in before arrival
- Communicate with reception via chat
- Make payments for your stay and extra services

Managing Your Booking Confirmation

In the booking confirmation email from info@elsa.tirol, you will find links for:

- Online check-in
- Final payment before departure
- Chat function (available when opening the link via QR code)

By scanning the QR code in your booking confirmation email, you can open your personalized Web-Based Guest Portal, allowing you to:

- Manage your stay
- Make payments
- Chat with reception

Online Check-In

All guests must complete online check-in before arrival and sign the registration form at reception upon arrival, as required by Austrian law.

Steps to complete online check-in:

- Open your booking confirmation email
- Click on the BOOKING MANAGER link
- Fill out the online check-in form and save your details

Making Payments

You can pay for everything digitally, including:

- Pre-payments
- Open balances
- Extra products & services (local tax, drinks, food, etc.)
- Final invoices linked to your apartment

How to make a payment:

- Click on "Total Price" (top-right corner of the Booking Manager)
- A pop-up window will appear—click "Make Payment"
- Enter your credit card details and submit the payment
- You will automatically receive a payment confirmation via email

1.2.5 Guarantee

During mandatory registration at reception, we will require a credit card as a guarantee.

- If you do not have a credit card, a cash deposit of up to €200 per apartment will be required.
- Refunds of cash deposits via bank transfer may take up to two weeks.

- If any damage is found in the apartment, the operator is authorized to:
  - Charge the credit card,
  - Deduct the amount from the cash deposit, or
  - If the damage exceeds the deposit provided, issue an invoice to the guest, which must be paid in full.
- The operator reserves the right to charge the credit card for any damages caused intentionally or unintentionally by the guest during their stay.

1.2.6 Credit Card Use

- The guest's provided credit card information is used only to secure the reservation, collect the required deposit, and cover potential damages during the stay. This is done in accordance with applicable legal regulations.
- Card information is not stored in any database.
- The operator reserves the right to charge the credit card for any damages caused intentionally or unintentionally by the guest during their stay.

1.2.7 Group Security Deposit

- A group security deposit may be required, particularly for group bookings, bachelor/bachelorette parties, or similar events.
- The amount of the security deposit will be determined individually and may vary depending on the apartment.
- The deposit is paid at check-in and refunded after check-out, provided there are no damages.
- Any deposit held on a credit card will be released in 72 hours after the check-out. Refunds of cash deposits via bank transfer may take up to two weeks.

1.2.8 Parking - Garage Rules

To ensure safe and efficient use of the garage at ELSA Spa Apartments Tux, we kindly ask all guests to follow these rules. Failure to comply with these rules may result in loss of parking privileges.

Parking Availability:

- The covered garage is reserved exclusively for ELSA guests.
- Outdoor parking is only allowed for EV charging.
- A maximum of 2 cars per apartment is allowed in the garage.
- Parking is only permitted for the duration of your stay at ELSA.
- If you wish to park after check-out, you may do so at a charge of €5 per hour, but only after prior confirmation with reception to ensure there is sufficient capacity in the garage.

Parking Restrictions:

- Parking on sidewalks and grass areas is strictly prohibited.
- Only vehicles up to 2.3 meters in height may enter the garage. Please pay extra attention if you have roof racks, bicycles, or ski carriers.
- No LPG-powered vehicles are allowed in the garage.

Garage Entry & Safety:

- Maximum speed inside the garage is 5 km/h.

- Observe all standard traffic regulations while inside the garage.
- If your vehicle exceeds the height limit or does not meet the parking requirements, you must inform us in advance so we can help you find an alternative parking solution.
- At the time of mandatory registration at reception, you must provide your vehicle's registration plate number.
- Do not leave any items inside your car. We do not take any responsibility for your car, its contents, any scratches, or damage that may occur while parked in the garage.
- The garage is used at your own risk. The operator assumes no liability for theft, loss, or damages to vehicles or personal belongings left inside them.

Accidents & Damages:

- Any traffic accidents in the garage must be resolved between the involved parties, including compensation for damages. If any damage is caused to the garage itself, the responsible guest must cover the repair costs.

Electric Vehicles (EVs):

- If your EV has a known unstable battery, please park outside for safety reasons.

1.2.9 EV-Charging Station

- You can charge your electric car at any time at one of our e-charging stations by the main entrance.
- Use your apartment's entry code or key card to activate the charging station; the cost per charging will be added to your final bill. If you have any questions, please contact reception.

1.2.10 Building Entrance

- Your key card and entry code provide access to your apartment, the main entrance (from the main street), and the garage entrance at any time.
- Please note that only registered guests of ELSA should enter the building for security reasons.

1.2.11 Access Code / Key Card

- Opens your apartment, the main entrance, the garage, the ski room, and the spa zone during the opening hours.
- Use the black Loxone touch pad next to each door. Enter your four-digit code, followed by the tick mark (swoosh). When all four green lights illuminate and you hear the lock mechanism open, push the door handle to enter.
- If the green lights do not appear on the first try, please try again. If you experience any issues, contact reception or call +43 676 3836 888.

1.3 General Rules and Terms

1.3.1 General Rules

- The apartment is to be used only for its intended purpose—as a private accommodation for registered guests.
- Guests are expected to keep the apartment in reasonable condition throughout their stay.

- All guests are required to behave respectfully and in accordance with general rules of conduct when interacting with others.
- If a guest does not follow these basic rules, we reserve the right to ask them to leave the apartment and the building without a refund.
- If authorities such as the police, fire department, or other emergency services are called due to the guest's actions, the guest will be responsible for all associated costs.
- These house rules and all guest agreements are governed by Austrian law.
- Any legal disputes will be handled in the competent court where the property is located.

1.3.2 Liability & Guest Responsibilities

- Guests are financially responsible for all booked services, including any damage to property.
- ELSA Spa Apartments Tux is not liable for minor negligence-related damages.
- Guests must ensure compliance with safety regulations, including proper use of facilities and responsible behavior.

1.3.3 Guest Illness & Medical Assistance

- If a guest falls ill during their stay, the operator will help to arrange for medical assistance, but any associated costs (including medical fees and extra cleaning) must be covered by the guest.
- If a guest's illness poses a health risk to others, the operator reserves the right to terminate the stay early in accordance with health and safety policies.

1.3.4 Force Majeure & Unavoidable Circumstances

- In the event of unavoidable circumstances (e.g., natural disasters, extreme snowfall, government restrictions) that prevent departure, guests must cover a base accommodation fee until they are able to leave.
- In such cases, the operator is not responsible for additional costs (e.g., travel rebooking, alternative accommodation).

1.3.5 Compliance & Supervision

- The staff are authorized to issue warnings or deny access to any guest who fails to comply with these rules.
- Failure to comply may result in removal from the premises without a refund.
- In case of an emergency or health issue, press the emergency button or contact reception immediately.
- In the event of a fire alarm or evacuation, all guests must exit the building immediately, follow evacuation plans and staff instructions and not re-enter until cleared by authorities.

1.3.6 Damage, Alterations & Furniture Changes

- Any damage to the apartment or its furnishings must be reported immediately to reception.
- Guests are liable for damages up to the full cost of replacement.
- Moving furniture or altering the apartment's layout is not permitted.

1.3.7 Repairs

- If you notice anything that requires repair in your apartment, please inform reception immediately so we can take appropriate action. Kindly do not attempt to fix anything yourself; we are here to assist.
- We are entitled to enter the apartments if necessary to carry out urgent repairs and other maintenance. In general, this will be done after prior notification to the tenant. In critical circumstances (e.g., serious operational disruptions), we are entitled to enter the apartments without prior notice to prevent further damage or danger. The same applies to agreed repairs.

1.3.8 Safety

- Always close the doors of communal areas. Ensure that the door is securely closed after opening it.
- Please make sure to securely close all terrace doors and windows when leaving the apartments.

1.3.9 Smoking

- Smoking is strictly prohibited throughout ELSA, including terraces and balconies. Smoking inside any apartment or indoor area will activate the alarm system, automatically notifying the local fire department.
- If it is found that someone has smoked inside the apartment or on its terrace (balcony), a cleaning fee of €1,500 EUR will be charged to cover deep cleaning and odor removal.
- If a false alarm is triggered due to smoking, an additional fee of €3,000 will be charged to cover associated costs.

1.3.10 Alcohol

- Federal law in Austria prohibits the purchase of non-distilled alcohol (such as beer and wine) by persons under the age of 16. Distilled spirits are prohibited for persons under the age of 18.

1.3.11 Visitor Policy

- To ensure a comfortable experience for all and maintain our high service standards, only guests registered for an apartment are permitted in the building.

1.3.12 Waste Management

At ELSA Spa Apartments Tux, we are committed to maintaining a clean and eco-friendly environment. To ensure proper waste disposal and sustainability, we kindly ask all guests to follow these waste management rules.

Waste Separation & Disposal

- Do not leave any waste, garbage, or debris in the hallway, entrance, or outside the house. Any violation of this rule will result in a fine of €300.
- In your kitchen, under the sink, you will find a built-in plastic waste bin divided into two sections:
    - The smaller section is for bio-waste.
    - The larger section is for mixed waste.
- For recyclable waste (glass, plastic, paper, and cans), use the box located in the corridor by the entrance to your apartment, under the wooden bench.

- Place used coffee capsules in the container next to the coffee machine, so we can arrange proper disposal.

Waste Collection & Additional Disposal

- Waste from your apartment will be collected on a regular basis.
- If you generate a larger amount of waste, please use the large bins in the garage for disposal.

1.3.13 Valuables & Lost Items

- The operator is not responsible for lost, stolen, or damaged personal belongings, including valuables.
- Found items must be turned over to reception.

1.3.14 Inclusion & Respect

- At ELSA, we are committed to creating a warm and welcoming environment for all. We believe that everyone deserves to feel comfortable and respected, regardless of their identity or whom they love.
- We kindly ask all our guests to embrace the same spirit of openness and respect for one another.
- ELSA is Proud Certified.

1.4 Services

1.4.1 Reception

- Open 08:00 - 20:00.
    - In the afternoon, the receptionist may be at the reception desk (in front of the reception office) or at the service desk at the bar.
    - During these hours, you can also reach reception at +43 676 3836 888.
- Outside reception hours: please contact info@elsa.tirol. We'll do our best to reply as soon as possible; please allow up to 24 hours for a response.

1.4.2 Cleaning Service

At ELSA, we prioritize exceptional cleanliness and guest satisfaction while also being mindful of environmental sustainability.

- Your apartment is thoroughly cleaned before your arrival and after your departure.
- For stays of seven days or more, we provide a mid-stay cleaning with fresh bed linen on the fourth day.
- Towel exchanges are free of charge—please contact reception if needed.

1.4.3 Cot/Baby Crib

- A baby crib/cot (120 × 60 × 70 cm) is available upon request.
- As noted during reservation, the crib is provided without a pillow, blanket, sheet, or bedding—guests must bring their own.

1.4.4 Dining Hours

On selected dates, we offer breakfast and dinner, as well as drinks at the bar. For the latest offerings, please contact reception: info@elsa.tirol, +43 676 3836 888.

1.4.5 Pets

- Pets are not allowed to ensure a comfortable stay for all guests.
- Violating this policy may result in an immediate cancellation of your stay without a refund.

1.4.6 Quiet Hours

For the comfort of all guests and our neighbors, we kindly ask you to observe quiet hours from 22:00 to 07:00. As ELSA is located in a residential area, local public quiet hours—including midday, nighttime, and Sunday rest—must also be respected.

- **Noise Levels:** Please keep noise at a reasonable level inside your apartment and be mindful of sound traveling through walls, floors, and common areas.
- **Balconies & Terraces:** Avoid making noise on outdoor spaces to ensure a peaceful environment for everyone.
- **No Parties:** Parties are strictly prohibited in the building, especially for group trips, bachelor, and bachelorette parties.

1.4.7 Ski Room

- Our ski room is located in the basement, along the corridor leading to the garage. It is equipped with heated ski-boot holders. We assume no liability for your ski equipment.
- We kindly ask you to store all your ski and sports equipment, including skis, ski boots, cross-country skis, snowboards, and any additional footwear for these activities, only in the ski room. Bringing them into the apartments is strictly forbidden. If there is any damage caused by not following this rule, extra costs will be charged immediately.

1.4.8 Spa Zone

Our spa zone, free of charge for our guests, is located on Floor 0. The relaxation pool is to the left, and the two saunas (Finnish and bio) are to the right.

- Entry: Please use the spa entrances in the corridor to the right of the bar.
- Changing rooms, showers, and toilets are available for your convenience.
- You are welcome to arrive wearing your bathrobe and slippers.
- Towels are available throughout the spa area.
- **By entering the spa zone, you accept and agree to the spa zone regulations.**
- All guests enter the spa zone at their own risk and responsibility. You must assess your health condition, ensure you are in a sober state, and follow all spa rules.
- The operator reserves the right to restrict access to the spa zone for guests violating hygiene or behavioral standards.
- Do not bring valuables into the spa zone. We do not take responsibility for lost or stolen items.

Operating Times:

- The spa area is open daily from 16:00 to 20:00. Any changes to opening hours will be communicated at reception.

Children:

- Children may use the indoor relaxation pool only under the supervision of their parents.

The sauna area is open to guests aged 16 and over, in consideration of those seeking tranquility.

2 ADDITIONAL INFORMATION FOR GUESTS DURING STAY

2.1 A Breakfast Service

- Breakfast is available on selected dates. For current availability, please contact reception: info@elsa.tirol, +43 676 3836 888.

2.2 Bar & Light Refreshments

- On selected days, our bar next to the spa area on Level 0 offers a relaxing atmosphere where you can enjoy a selection of drinks and light refreshments. Standard opening hours are 16:00–20:00. Any changes to opening hours will be communicated at reception.

2.3 Bathroom Cosmetics

- In your bathroom and throughout ELSA, you can enjoy NATURE organic cosmetics by Pure Green Cosmetics, produced in the region near Innsbruck.
- The hand soap, body milk, hair & body shampoo, and conditioner are made with organic herbal extracts. The formula is vegan, and we hope the refreshing scent of mountain herbs will further elevate your stay at ELSA.
- Should you wish to take any of these items home, they are available for purchase at the reception. Please note that if items are taken from the apartment without payment, the cost will be deducted from your deposit.

2.4 Bike Storage Room

- You can store your bikes in the designated area in the garage and, in summer, also in the ski room. Please bring and use your own secure lock. If there is no space left, please contact reception, and we will help find a solution.

2.5 Bus Service

- The Tuxer Sportbus operates free of charge throughout the Tuxer Valley every fifteen minutes during the winter season. The bus stop is located just 300 meters from ELSA, toward the center of Lanersbach. For more information, check the following website https://www.tux.at/bus-zugplaene/.

2.6 Coffee

- In your kitchen, you will find a selection of coffee capsules for the coffee machine. At ELSA, we have carefully chosen Vienna-based J. Hornig coffee, which sources its beans according to Fairtrade standards and uses a slow-roasting process to reduce acidity and enhance rich flavors.
- For a professionally prepared espresso on a lever machine, we invite you to visit our bar. To support individual health and restful sleep, we recommend limiting coffee consumption in the late afternoon and evening. For those who wish to enjoy coffee without caffeine, we also provide decaffeinated capsules.

- Please place used capsules in the container next to the coffee machine, so we can arrange proper disposal.

2.7 EU Plug Adapter

Forgot your EU plug adapter? No worries. We have adapters available at the reception—because staying charged is just as important as staying relaxed.

2.8 Elevator Use

To ensure the safety, comfort, and proper operation of the elevator at ELSA Spa Apartments Tux, we kindly ask all guests to follow these rules:

- **Maximum Capacity:** Please adhere to the weight limit of 675 kg and the maximum number of 9 passengers as indicated inside the elevator. Overloading may cause malfunctions.
- **Children & Supervision:** Children under 12 years old must be accompanied by an adult when using the elevator.
- **Proper Use:** Do not block the doors, jump inside the elevator, or force them open. Misuse can lead to damage and service disruptions.
- **In Case of Emergency:** If the elevator stops unexpectedly, remain calm and use the emergency button to contact assistance. Do not attempt to exit the elevator on your own.
- **Technical Issues:** If you notice any malfunctions, please inform reception immediately.
- Failure to comply with these rules may result in liability for damages or additional service charges.

2.9 Feedback

- We see ELSA as a dynamic, evolving environment focused on guest satisfaction. We welcome all feedback—whether positive or negative—along with any recommendations.
- Please speak to our team at reception about any issues or misunderstandings; we are here to help.
- We would be grateful for a review on Google Maps, Booking.com, or any other platform you used for your booking.

2.10 Health and Doctors

- If you are concerned about your health or that of anyone in your group, please contact reception immediately, and we will do our best to assist. A first aid kit is available at reception. In Austria, you can call 141 or 144 for ambulance services.
- For local general practitioners:
    - Dr. Peter Peer in Juns 529, Tel. +43 5287 86180
    - Dr. Jutta Wechselberger in Lanersbach 472, Tel. +43 5287 86222
- Before making an appointment, we recommend checking your health insurance coverage, as it is often linked with certain payment cards.
- Guests are responsible for any associated costs (including medical fees and extra cleaning).
- If a guest's illness poses a health risk to others, the operator reserves the right to terminate the stay early in accordance with health and safety policies.

2.11 Housekeeping Preferences

- A “Do Not Disturb” door hanger is provided in the hallway of your apartment. If you prefer privacy, simply place it on your door handle.
- If the “Do Not Disturb” sign remains on your door until 14:00 on your scheduled cleaning day (the fourth day of your stay), we will not be able to clean your room that day. Instead, it will be cleaned on the following day.
- If a paid additional cleaning service has been requested but the “Do Not Disturb” sign remains on the door at the scheduled cleaning time, the service will be forfeited without compensation, will not be carried out, and the full charge will still apply.

2.12 Internet

Complimentary WiFi is provided for your convenience.

- WiFi name: ELSA
- Password: ElsaTux2024

2.13 Local Recommendations

Brochures and information about local attractions and activities are available at reception. We’re happy to assist with any further recommendations you may need.

2.14 Olive Oil

At ELSA, we prioritize health and longevity. In your kitchen, you will find virgin olive oil from the Oneiro brand in Zakynthos (https://www.oneirooliveoil.com/), known for its outstanding quality. We use this brand both in our cooking and as an in-room amenity.

2.15 Pillow Menu, Additional Pillows, and Blankets

Quality sleep is a cornerstone of well-being. If you would like additional or alternative pillows, or extra blankets, please contact reception between 08:00 and 20:00 to arrange delivery of your chosen items, subject to availability.

Our premium pillow selection includes:

- Anti-Stress Pillow: Featuring Anti Stress-fabric™ with carbon fibers to reduce tension and promote deep relaxation. Soft, breathable, and temperature-regulating.
- Aloe Vera Pillow: Infused with Aloe Vera extract for soothing skin benefits, antibacterial properties, and a silky-soft feel.
- SilverCare Pillow: Made with silver-infused microfiber for antibacterial protection, reducing allergens and odors for a fresher sleep.

2.16 Safe Box

A safe box is provided in your apartment for the security of your valuables. The operator is not responsible for lost, stolen, or damaged personal belongings, including valuables.

2.17 Smart Home System: Loxone

The entire ELSA building is managed by the Austrian-designed Loxone Smart Home System, ensuring both energy efficiency and guest comfort. This system is designed to make your stay more comfortable, intuitive, and efficient by offering smart lighting and temperature control. Each room features a sleek black touch pad, replacing traditional light switches.

In living rooms and bedrooms, selected touch pads include icons that allow you to:

- Adjust lighting moods and brightness levels.
- Control temperature settings for optimal comfort.

The first icon with a power symbol cycles through three lighting modes:

1. First tap – Turns on all lights in "Bright" mode.
2. Second tap – Switches to "Night" mode (dimmed lighting).
3. Third tap – Turns off all lights in the room.

To turn individual lights on or off, simply tap their specific icon.

- When a specific light is already on, press and hold the icon to adjust its brightness. *(Note: Under-cabinet kitchen lights operate separately.)*

Corridors & Bathrooms

- In corridors and bathrooms, touch pads do not have icons. Simply tap the center to turn the lights on or off.
- Corridors are also equipped with motion sensors. However, you can still control them manually:
    - First tap – Activates brighter light.
    - Second tap – Turns the light off.

If you have any questions, please contact reception.

2.18 Spa Essentials & Comfort Items

- For your convenience, you will find a spa basket in your apartment, including bathrobes and slippers. Please note that the towels provided in your room are for use inside your apartment, while spa towels are available in the spa zone.
- If you require fresh or additional items, simply let us know—we are happy to assist. While we strive to be environmentally conscious, your comfort remains our priority.
- Should you wish to take any of these items home, they are available for purchase at the reception. Please note that if items are taken from the apartment without payment, the cost will be deducted from your deposit.

2.19 Tea

- In your kitchen, above the induction cooker, or in a drawer, you will find a curated assortment of J. Hornig pyramid tea bags (bio-based and eco-friendly).
- Pyramid bags allow extra space for the tea leaves, resulting in a more pronounced aroma and flavor.

2.20 Television

Each room features a flat-screen TV with remote control, providing selected satellite channels. The system is locked to prevent adding private channels, but we hope you'll enjoy the standard offerings and the beautiful views from your window.

2.21 Terraces and Balconies

We encourage you to use your terrace or balcony as much as possible to align with your natural circadian rhythm—especially by enjoying early morning sunshine. Out of respect for other guests and neighbors, please keep noise to a minimum after 22:00, which also helps your body prepare for restful sleep.

2.22 Umbrella Service

In the event of rain, umbrellas are available at reception. When you return, please leave your wet umbrella in the designated area at reception, so it can be dried and prepared for the next use.

2.23 Vanity Set, Sewing Kit, Shoe Polisher, and Other Hygiene Items

- For your convenience, we offer cotton pads, swabs, shower caps, toothbrush and toothpaste, shaving kits, sewing kits, earplugs, and shoe polishers free of charge.
- Please request any of these items at reception, which operates between 08:00 and 20:00.

2.24 Important Telephone Numbers in Austria

- General Emergency Number: 112
- Ambulance Service: 141 or 144
- Police: 133
- Fire Department: 122
- Vehicle Breakdown Assistance (ÖAMTC and ARBÖ): 120 or 123

3 OPERATING RULES FOR THE POOL AND SAUNA (SPA)

Dear Guests,
Our spa zone, featuring a relaxation pool, two saunas, and dedicated relaxation areas, is designed to promote relaxation and well-being. To ensure safety, hygiene, and the comfort of all guests, compliance with the following regulations is mandatory.
By entering the spa zone, you enter into a sauna-use and pool-use contract with the operator and acknowledge these regulations as part of that agreement.

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1. Liability & Risk Disclaimer

- Guests use the spa zone at their own risk. The operator assumes no responsibility for accidents, injuries, medical complications, or damages resulting from spa use.
- The spa zone operator assumes no liability for valuables or personal belongings.
- Any found items must be turned over to reception or supervisory staff.
- Guests must evaluate their own health conditions before using spa facilities. If in doubt, consult a doctor before entering saunas or pools.
- The spa zone is not supervised by a lifeguard or any other specialized staff. Guests use the pool and saunas at their own risk.
- Non-swimmers and children under 10 may only use the relaxation pool with adult supervision.
- The use of the spa zone is prohibited for individuals with contagious diseases, skin infections, open wounds, or medical conditions that could pose a risk to others.
- The operator reserves the right to deny access to any guest who is deemed unfit to use the facilities.
- These spa regulations and all guest agreements are governed by Austrian law.

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2. Operating Hours

- Normally open 16:00–20:00; hours may vary. Today's schedule is available at Reception.
- Do not enter or remain in the spa zone outside of the operating hours.

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3. Spa Zone Access & Guest Responsibilities

- The spa zone is exclusively for registered guests of ELSA Spa Apartments Tux.
- Visitors and external guests are not permitted to use the facilities.
- Entry is prohibited to individuals under the influence of alcohol, those with open wounds, skin conditions, contagious illnesses (e.g., influenza), epilepsy, or those banned by staff. If you have any heart conditions, high blood pressure, or other medical issues, please consult a doctor before using the spa facilities.
- Supervision is mandatory: Parents or guardians must accompany and supervise children at all times. If parents fail to supervise, they may be asked to leave.

- Use of saunas is strictly for guests aged 16 and older. Sauna sessions should be limited to a maximum of 20 minutes per session for health and safety.
- Group visitors must designate an adult supervisor, who is fully responsible for ensuring compliance with all spa regulations.
- The usual rules of decency applicable in public facilities must be observed. Any immoral, sexual or other offensive intimate acts are not permitted and can be punished with a ban from the premises and criminal charges.
- If the permitted number of visitors is exceeded, the operator can prohibit further visitors from entering. In these cases, guests must expect to wait.
- The operator reserves the right to refuse entry to persons whose admission to the spa zone appears questionable, without giving reasons.

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4. Conduct & Hygiene

- All guests must treat the facilities with care. Any damage or excessive soiling must be reported immediately and may result in charges for cleaning or repair.
- Strict hygiene rules apply.
    - Shower before entering the pool or sauna.
    - No shaving, hair dyeing, manicures, pedicures, or washing clothes in the spa zone.
    - Use of personal oils, lotions, or cosmetics in the spa is prohibited. Peeling treatment products can be purchased at reception.
    - No street shoes are allowed in the barefoot area.
- For your convenience, you will find a spa basket in your apartment, including bathrobes and slippers. Please note that the towels provided in your room are for use inside your apartment, while spa towels are available in the spa zone.
- Noise should be kept to a minimum – no loud conversations, singing, or whistling.
- Glass, sharp objects, or breakable items are strictly prohibited in the spa zone.
- Food and drinks may only be consumed in the designated bar area.
- No photography or filming of other guests without their consent.
- It is forbidden to occupy loungers with towels or personal belongings for extended periods.
- Use of soap, foam, or bath products in the relaxation pool is not permitted.

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5. Pool Guidelines

- The pool has a depth of 136 cm—please assess your swimming abilities and height before entering.
- Shower before entering the pool, whether from the changing rooms or after using the sauna.
- The pool area is for relaxation – jumping, loud noises, splashing, and disruptive behavior are not permitted.
- Diving, and playing with toys, foams, or soaps is prohibited.
- Children under 2 years old must wear waterproof swim diapers.
- Inflatable toys, air mattresses, or large flotation devices are not allowed in the pool.

- All guests must wear proper swimwear—regular clothing, neoprene suits, and hijabs are not allowed in the pool.
- Please follow all posted guidelines and instructions.

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6. Sauna Guidelines

- Shower before entering the sauna and enter only when dried off.
- Use a large, dry towel when sitting or lying down in the sauna.
- Infusions are only performed by authorized staff.
- Respect sauna silence – loud conversations are not permitted.
- Cool down and shower after using the sauna before entering the pool.
- Reserving spaces in the sauna by leaving towels or personal belongings is prohibited.
- Please follow all posted guidelines and instructions.

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7. Compliance & Enforcement

- Staff ensure compliance with spa rules. Their instructions must be followed at all times.
- Failure to comply with the rules may result in removal from the spa zone without a refund.
- In case of an accident or medical emergency, press the emergency button or seek immediate assistance.
- In the event of a fire alarm or evacuation, all guests must exit the building immediately, follow evacuation plans and staff instructions and not re-enter until cleared by authorities.
- Any violations of spa rules may lead to temporary or permanent exclusion from the facilities.

By entering the spa zone, you agree to these terms and acknowledge that you use all facilities at your own risk. The operator assumes no responsibility for any accidents, injuries, or health complications resulting from spa use.

Thank you for your cooperation in maintaining a safe, clean, and relaxing environment for all guests. For any questions or assistance, please contact the reception.