

Important Information for your stay:

Your room is available from 2 p. m. on the day of arrival. On the day of departure, you are asked to vacate your room by 10. 00 a. m. at the latest.

We would like to point out that we deliberately do not have a TV in our rooms (except superior double rooms).

Our kitchen is open from 07:30am – 10:00 am as well as from 06:00pm – 08:00pm in the course of half board.

A la carte meals are not offered. If you prefer a particular diet (e. g. vegan), an announcement is necessary in advance – The surcharge for a vegan menu is € 7,00 per person. /Day. Booking of half board (dinner) is required in advance.

Our reception is open from 8:00 to 20:00. Please contact us if you arrive outside our reception hours.

We will be happy to deposit your room key.

Payment: We ask you to pay your invoice on the day of departure. Accepted means of payment:

Cash, ATM card, Mastercard/Eurocard, Visa.

If you leave before 7:30 am, we kindly ask you to pay your bill the evening before.

The overnight stay tax per person from the age of 15 is € 2. 50/night and is not included in the price.

Cancellation policy:

Up to 7 days prior the arrival the cancelation is free.

6 to 2 days prior the arrival the cancelation fee is 50% of the price.

1 day prior the arrival the cancelation fee is 70% of the price, for canceling at the arrival day we charge 100% of the price.

If departure is before the booked departure day (announcement has to be the day before until 8pm, the room needs to be cleared until 10am) or arrival after the booked arrival day, 90% of the price for the remaining nights will be charged.

Last minute bookings without deposit (also via phone) are also accommodation contracts according to the Austrian hotel contract conditions. The same cancellation fees for not showing or cancellation are valid.

To be secured in the case of a cancellation or a travel demolition we recommend our guests to get a travel insurance at the European travel insurance.

Information and Online-Details: [Europäische Reiseversicherung](#)

With confirming your reservation, you agree to the general terms and conditions as well as to the cancellation policy of the Naturhotel Schloss Kassegg. You can also check them at our homepage at www.hotel-kassegg.at.

Account details:

Schlosshotel Kassegg GmbH & Co KG

Hoherb 18

8933 Sankt Gallen

IBAN: AT54 2081 5110 0040 5511

BIC: STSPAT2GXXX