

### Important information's for your stay

Your room will be available at 2pm on the day of arrival. On the day of departure, you must vacate your room by 10am. We would like to point out that we deliberately don't have a TV in our rooms (except for Superior Double Rooms).

The kitchen is open in course of the half-board from 7:30am to 10am, from April to December, also from 6:00pm till 8pm and from January to March also from 5:30pm till 7:30pm. Booking of half-board (dinner) is required in advance. A la carte meals are not offered. If you prefer a particular diet (e.g. vegan), please let us know in advance.

Our reception is open from 8:00am to 8:00 pm. If you arrive outside our reception hours, please contact us. We'll deposit your room key in front of the entrance.

Payment: We ask you to pay your bill on the day of departure. Methods of payment accepted: Cash, ATM card, Mastercard/Eurocard, Visa

If you leave before 07:30am, we ask you to pay your bill the night before.  
The tax per person/night from the age of 15 is € 2,50 - not included in the price.

### Cancellation policy

Up to 7 days before arrival, the cancellation is free.

From 6 to 2 days before arrival the cancellation fee is 50% of the total price.

1 day before arrival the cancellation fee is 70% and from the day of arrival the cancellation fee is 100% of the total price.

In case of departure before the booked departure day (notice no later than 8:00pm of the previous day, the rooms must be vacated by 10:00 am) or arrival after the booked arrival date, 90% of the agreed room rate will be charged for the remaining nights.

Last-minute bookings without a deposit (also via phone) will also be subject to the Austrian Hotel Contract Terms and Conditions. The same cancellation fees will apply in the event of cancellation or no-show.

To be insured in case of cancellation or in case of travel interruption, we recommend our guests to take out hotel cancellation insurance with the European Travel Insurance.

Information and online conclusion you can find here: [European travel insurance](#)

By confirming your reservation, you agree to the Terms and Conditions and cancellation policy of the Naturhotel Schloss Kassegg. These can also be found on our homepage [www.hotel-kassegg.at](http://www.hotel-kassegg.at).