

Important Information for Your Stay

Your room will be available from 2:00 p.m. on the day of arrival.

On the day of departure, we kindly ask you to vacate your room by 10:00 a.m..

Please note that, except for the Superior Double Rooms, our rooms are intentionally not equipped with televisions.

Our kitchen is open from 7:30 a.m. to 10:00 a.m. for breakfast and – within the half-board arrangement – in the evening:

- April to December: 6:00 p.m. – 8:00 p.m.
- January to March: 5:30 p.m. – 7:30 p.m.

If you have booked bed & breakfast and would like to add half-board, please let us know in advance.

À-la-carte meals are not available.

Should you follow a special diet (e.g., vegan), please inform us beforehand.

Our reception is staffed from 8:00 a.m. to 9:00 p.m.

If you arrive outside these hours, please contact us in advance; we will gladly leave your room key for you.

Payment

We kindly ask you to settle your bill on the day of departure.

Accepted methods of payment: cash, debit card, Mastercard/Eurocard, Visa.

If you depart before 7:30 a.m., please settle your bill the evening before.

The local overnight tax is € 2.50 per person per night (for guests aged 15 and older) and is not included in the room rate.

Cancellation Policy

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- Up to 7 days before arrival: free of charge
- 6 to 2 days before arrival: 50 % of the total stay
- 1 day before arrival: 70 % of the total stay
- On the day of arrival or no-show: 100 % of the total stay

If you depart earlier than booked (notification by 8:00 p.m. on the previous day; room to be vacated by 10:00 a.m.) or arrive later than booked, 90 % of the agreed room rate for the remaining nights will be charged.

For last-minute bookings without a deposit (including telephone bookings), the Austrian Hotel Contract Conditions automatically apply. The same cancellation fees apply in the event of cancellation or no-show.

To protect yourself in case of cancellation or trip interruption, we recommend taking out a hotel cancellation insurance policy with the “Europäische Reiseversicherung” (European Travel Insurance).

Information and online booking are available directly with “[Europäische Reiseversicherung](#)”.

By confirming your reservation, you agree to the General Terms & Conditions (GTC) and the cancellation policy of Naturhotel Schloss Kassegg, which can also be found on our [website](#).