

Information sheet for our guests

Arriving in Mayrhofen:

Upon arrival, you will receive a check-in document and guest card from reception (in the office building alongside the Domizil Zillertal apartment block). Please complete the check-in document in full and settle your outstanding bill on arrival.

Apartments:

Upon arrival at reception, you will be given 2 keys which open the entrance doors, the door to the underground garage and your apartment.

You will also receive a code for the entrance door or key box. When you leave your apartment, if do not wish to take your key with you, you can deposit the key in the key box.

Please note that smoking is prohibited in all the apartments. However, ash trays are available on the terraces and balconies.

When cooking, please leave the kitchen window open in a tilted position and switch on the extractor hood to avoid setting off the highly sensitive smoke alarms in the kitchen.

Each apartment contains a safe where you can store your valuables. You can enter your own code. Please note that we accept no responsibility for valuables stored in the safe.

Please avoid making unnecessary noise and ensure the radio and TV cannot be heard outside of the room in the interest of all our guests.

Our garage contains a ski and snowboard store as well as a shoe-drying system. Entering the apartment in ski boots is not permitted and boots, skis or snowboards may not be stored here.

Telephone system:

You can reach us during our **office hours (Monday to Friday from 8:00 – 12:00 and 13:00 to 17:00)** on **extension 71**.

Outside of office hours, you can reach the **Höllwarth families** on **extensions 82, 83 or 13**.

External calls:

You can call our reception and the other apartments using the telephone in your apartment.

If you wish to make an external phone call, please ask for direct outward dialling at reception. You will then be issued a phone bill at the end of your stay.

You can also receive phone calls free-of-charge on the number for your apartment.

You can reach us or your apartment on the following telephone numbers:

0043 / 5285 / 63131 - 11 Apartment 1

12 Apartment 2

14 Apartment 4

15 Apartment 5

16 Apartment 6

Receiving a call from your home or a mobile phone directly in the apartment is significantly cheaper than receiving a call on your mobile phone.

Waste sorting system:

In our community, the sorting of waste is a legal regulation. There is a waste room with the relevant waste separating boxes to the left of the main entrance.

The following materials must be sorted:

Paper/ cardboard

White glass, coloured glass

Plastic

Metal

Other waste

Batteries, hazardous waste

Departing from Mayrhofen:

The apartment must be vacated by 10:00 on the day of departure. Please leave your apartment keys on the apartment dining table.

We wish you a pleasant and relaxing stay with us!

The Höllwarth families

Domizil Zillertal