# Hotel SoulSister´s

from A – Z

## A

### Arrival

We are happy to welcome you to our Hotel SoulSisters.
Your room is ready at around 3 p.m.

### Allergies

We kindly ask you to inform us on time about any food allergies and intolerances.

## B

### Baby

Certainly, we provide you a free of charge baby cot on request.

### Bath towels

Every day tons of detergent and millions of gallons of water are used to wash towels that have only been used once. Please help us to save water and note: towels on the floor mean -please change-, towels hanging up means -we will use it again-.
You will also find free towels in our SPA and Pool area.

### Bathrobes

Bathrobes you will receive at the reception. If you want to buy them we will charge Euro 80. For the spa bag we charge Euro 50 if you take it with you. Please be so kind and hand out the spa bag on check out day at the reception. Thank you!

### Bill

You can pay your room bill any time during your stay with us or online via your reservation link. Consumptions will be charged to your room, please sign the receipts. Please, note that on large arrival or departure day it is advantageous to settle your bill the evening before. We accept cash, ec-Card, Mastercard and Visa. In case of online check-out please hand in the wellness bag the day before, so that we can take the amount off your bill.

### Bikes

You can accommodate your bikes in our bike storage room, in the garage.

### Breakfast

Breakfast is served at the restaurant, behind the bar, from 7.30 a.m. till 10.30 a.m. Start your day with healthy food – from warm dishes to sweet corner, no one goes hungry here.

## C

### Credit Cards

We accept EC-card, master card, Visa and Cash.

### Carriage rides

We are happy to organize winter, like summer, a carriage ride for you. More information is available at the front-office desk.

### Culinary

**SOULSISTERS' Kitchen:** In our restaurant we spoil you with a 5-course gourmet dinner. Once a week there is a Food Experience Buffet with Sushi Night, Italy Deluxe and much more. From 12.30 pm to 6 pm there is a small daily snack menu at the bar (for an extra charge). Additionally we serve from 6 until 8.30 pm our snack menu pizza. You can choose the right wine or bubbly from our wine list and wine cabinet. Let our Kitchen team surprise you. If you have any intolerances or allergies, please, let us know in good time.

## D

### Departure

We kindly ask you to leave the room until 11 a.m. On request you can ask for a late check-out. If you want to keep the room until 5 p.m. we charge 50€ extra. On the day of your departure, you can use the wellness area until 3 p.m. free of charge. Changing room and locker is available.

### Doctor

Dr. med. Univ. Claudia Griessner

Inbachstraße 14/1, 5710 Kaprun (1,1 km)

+436547 8227

Opening hours: Mo, We 7:30-11:30 a.m., 16-18 p.m., Tu 11-13 a.m., Fr 7:30-11:30 a.m.

## E

### Entrance

Our entrance is closed from 10.00 p.m. until 7.30 a.m. During this time, you can use our night entrance with your room key.

### Elevator

Due to noise protection reasons our elevator is closed from 8.30 p.m. until 7 a.m.

### Environment

Environmental protection and sensible energy management are also part of our environmental philosophy. This is how you can support us. Your room will be cleaned daily. Towels on the floor are changed automatically. Towels that are hanging will not be changed.

## F

### Fitness

For your sporting ambitions our fitness-room is opened daily from 8 a.m. until 8 p.m. For safety reasons, the use of all fitness equipment is forbidden for teens under 16 years. Using at your own risk. Parents are liable for their children.

### Flowers & special moments

Our Front-office team gladly accepts your order and helps you with special requests. Please let us know in time.

## G

### Go Green

Go without your daily cleaning and do something good. As partner of Plant-for-the-Planet we plant trees and support interntional projects. At the end of the season we donate an amount we saved. As a thank you, you will receive a discount.

## H

### Herbal pillows

We are convinced that good, restful sleep is the key to greater balance and well-being. We have put together a selection of high-quality herbal pillows for you. Find your personal natural pillow. Order at Reception. The herbal pillows are only available to borrow for your stay, but if you would like to take one home with you, you are welcome to purchase your favourite pillow with cover from us. More information at the Reception.

### Hotel Bar Sip&Savour

Our hotel bar is daily from 3 p.m. until 11 p.m. open for you. From the afternoon drink to the aperitif and nightcap, nothing remains to be desired.

## K

### Kid’s playroom & Outdoor playground

For our little guests we have an indoor kid’s playroom which is daily open from 9 a.m. until 9 p.m. In summer time our little guests have the possibility to play in our outdoor playground. Parents are liable for their Children.

## L

### Laundry service

There is an eco laundry bag in your room. You are welcome to bring a full bg to the Reception. We charge Euro 40 per bag. Ironing on request and at extra charge.

## Leading Spa Resorts

Since 2024 we have been a proud member of Leading Spa Resort.

## Lost and Found

Please ask at the reception for lost items. If you find something please bring it to the front office desk.

# M

## Massage

Treat yourself in our massage room and choose your ideal massage option from the enclosed massage booklet. You can make an appointment at the reception or via our website www.soulsistershotel.at

## Minibar

On request we can top up your minibar with anti alcoholic drinks, for a charge of Euro 35 per filling. Please note, that your hotel bill will be charged with your consumptions.

# N

## Night porter - DIGITAL

If you lose your card, you will not be able to enter the hotel. You must scan the code on the entrance door and simply start communicating with our digital night porter. So you will get an emergency card to get into the hotel – which you have to return on the next day to the Reception.

Emergency call: +43 6645247748 or +43 6642318049

# P

## Packed Lunch

If you check out before 7 a.m. we gladly offer you a packed lunch for your journey back home instead of breakfast. **Please let us know the day before no later than 5 p.m.**

## Parking – E-charging

Free parking facilities can be found on the hotel premises. If you prefer to park in our garage it will cost additionally Euro 8,00 per day. If the parking place in front of the hotel is full, we will open the garage free of charge. Charging rate for e-cars is Euro 35 per charging process. To activate the charging station, you need to collect a card from Reception.

## Pharmacy

Steinbock Apotheke (centre of Kaprun)
Sigmund-Thun-Straße 22, 5710 Kaprun
opening hours: Mo-Fr 8 a.m. until 18, Sa 8 a.m. until 12.00 p.m.

## Pool – Living Pool Area

Our indoor pool is daily open from 7.30 a.m. until 9 p.m. Towels you can get there for free. Outdoor pool is only open during summer time.

# R

## Reception

Our reception is available from 7.30 a.m. until 8.30 p.m. With pleasure our front-office team will help you to organize your daily trips and give you information about the area Zell am See – Kaprun. For any further information or wishes please do not hesitate to contact our team. Extension number: 99.

## Restaurant

For the length of your stay, we have booked a table for you every night in the restaurant. We serve a daily breakfast buffet in our breakfast room, which is situated in the 1. basement.

Breakfast 7.30 a.m. until 10.30 a.m.
Snack menu: 12.30 – 6p.m.
Additionally from 6 – 8.30 p.m. we serve pizza
5 course dinner menu: 6 p.m. – 8.30 p.m.

# S

## Safety box

Each room has a safety box which is placed in the wall of your bedroom. To use it, simply enter the desired code

## Shoe cleaning service

We are happy to offer shoe cleaning utensils at the Reception.

## Sisters'Secrets

We are happy to offer every day alternating cool specials at our Sip&Savour Bar.

## Skibus

You can reach our Kitzsteinhorn Glacier directly with the K bus right in front of the hotel. Direction to Zell am See you have to take the Bus 660 at the Maiskogel station. The local K-skibus is in winter time free of charge.

## Ski passes Zell am See and Kaprun

You can buy the ski passes directly at our hotel reception. The minimum validity is for 1 day.

## Ski room

You can deposit your skis and ski boots in our ski room for free. To avoid any thefts, we recommend to borrow a lock from the reception against a deposit of Euro 10,00.

## Smoking

We want to advise you that we are a complete non-smoking hotel. Illicit smoking will be charged with a final cleaning fee of Euro 250,00. For our smoking guests there is the possibility to smoke on our terrace or on your balcony.

## SPA Adults Only

The SPA area is daily open from 12 a.m. until 8 p.m. Children under 16 years are not allowed. Please be advised that our SPA area is a naked area – so please follow our sauna rules. Towels you will find in the entrance area.

## Summer toboggan run

On our family mountain Maiskogel you will find *The Maisiflitzer.* For more information please ask our front-office team.

## Summer in Zell am See-Kaprun

Our region Zell am See-Kaprun offers numerous activities for all ages. Brochures and more information are at the front-office. The summer card allows you to visit many attractions for free – for some of them you receive discounts.

# T

## Transfer

With pleasure we can organize you a private transfer, whether to the airport or for a trip to Salzburg.

## Terrace

Our terrace is always open for you by fair weather. Enjoy the view of the Kitzsteinhorn with coffee and cake or a glass of Prosecco.

# U

## Umbrella

Please ask at the reception for an umbrella. The deposit is Euro 5.

# W

## Wellness bag

On arrival you will receive a wellness bag including bathrobes in your room. This bag including bathrobes, must be returned to the Reception on departure. We will charge a deposit of Euro 50 to your room on arrival, which will be refunded on your departure.

## Wellness – Hideaway SPA Adults Only Area

Our Hideaway SPA Area is open daily from 12 until 8 p.m. Children under the age of 16 are not allowed. Please, follow our sauna rules. The Adults Only Area is a nude area – towels are available for free of use. Drinks may not be taken into our SPA area. There is a gift table with tea, nuts and fruits.

## Wellness – Living Pool Area

Indoor pool is open daily from 7.30 a.m. tp 9 p.m. There is also a family textile sauna for families with children of all ages, daily from 12 to 8 p.m.

## Wi-Fi

In the entire hotel area, free Wi-Fi is available for our guests.
password: quietscheente

# Y

## Yoga

We offer free yoga in our Yoga Dark Room. Or outdoors by the swimming pool. Times and registration at the Reception. Mats and blocks are available.