

Soulsisters' Hotel

A-Z

A

Arrival

Your room is available from 3 p.m. on the day of arrival.

Allergies

Please let us know about your intolerances and allergies in good time.

B

Baby

We are happy to provide you with a baby bed free of charge.

Bath towels

Every day, tons of towels are washed free of charge around the world. The environment is very important to us, so please make sure you hang up your towels again.

Towels that are lying on the floor are washed. Bath towels are available free of charge in the wellness area.

Bathrobes

If you need fresh bathrobes, you can get them from reception. On the day of arrival, you will receive a wellness bag with bathrobes in your room for your stay. We ask that you leave this bag with bathrobes there when you leave. If you take them with you, we charge €80 per bathrobe and €50 for the wellness bag.

Breakfast

We serve breakfast in our restaurant, which is on the ground floor, after the bar, from 7:30 a.m. to 10:30 a.m. Start your day with a healthy breakfast. From hot dishes to our sweet corner - no one goes hungry here.

Bikes

You are welcome to store your bicycles in our bike storage in the garage free of charge.

C

Credit Cards

We accept EC cards, Mastercard and Visa. Cash payments are also possible.

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

Culinary - SOULSISTERS' KITCHEN and WHY NOT - GOURMET FOOD

SOULSISTERS' Kitchen: In our restaurant we spoil you with delicacies from the kitchen and wine cabinet. Let our kitchen team surprise you. If you have any intolerances or allergies, please let us know in good time. Our service team will be happy to recommend the right wine to go with your menu. You can find more information at www.soulsisters-kitchen.at

WHY NOT - GOURMET FOOD: In our wooden parlor with only 6 tables we offer an exclusive 9-course gourmet menu. You can choose from fish, meat or vegetarian, vegan on request. Reservations at reception by 8 p.m. the evening before. More information and menu at www.soulsisters-kitchen.at

D

Departure

We ask that you vacate your room by 11:00 a.m. at the latest. You are welcome to request a late check-out, depending on availability. If you do not want to leave your room until 5:00 p.m., we charge a late check-out fee of €50.

Doctor

Dr. med. univ. Claudia Griessner Imbachstraße 14/1 · 5710 Kaprun · 1.1 km
+43 6547 8227

Opening hours: Mon-Sat 7:30 a.m.-11:30 a.m., 4:00 p.m.-6:00 p.m.

E

Entrance

The entrance door is closed from 8:30 p.m. to 7:00 a.m. During this time you can enter the hotel through our night entrance using your room card.

Elevator

For noise protection reasons, our elevator is out of service from 8:30 p.m. to 7:00 a.m

Environment

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

F

Fitness

Exercise is good for you - our power spot is available to you from 8:00 a.m. to 8:00 p.m. It is located on the 2nd floor in the middle of the building and can be accessed with your room card. For safety reasons, young people under 16 are not allowed to use the fitness equipment. Use at your own risk - parents are responsible for their children.

Flowers & special moments

We are happy to take your order. Please let reception know in good time (extension 99).

G

GO GREEN DARLING

Forgo your daily room cleaning and do something good. As a partner of Plant-for-the-Planet, we plant trees and support international projects. At the end of the season, we donate an amount with the money saved. As a thank you, you will receive a cocktail voucher.

H

Hotel Bar - SIP & SAVOUR

Our hotel bar is open daily from 3:00 p.m. to 11:00 p.m. From afternoon drinks to aperitifs and nightcaps, no wish is left unfulfilled.

K

Kid's playroom & Outdoor playground

For our little guests there is a children's playroom on the 2nd basement floor. There is a small playground on our garden terrace. Parents are responsible for their children.

L

Laundry service

There is an eco laundry bag in your room. You are welcome to bring this filled to reception. A charge of €25 per bag will be made.

Leading SPA RESORTS

We have been a partner of Leading Spa Resorts since 2024.

Lunch package

On request, we will be happy to provide you with a packed lunch if you leave early. Please let us know at reception the evening before by 5 p.m. at the latest if you want to leave before breakfast.

Lost and Found

If you are missing something, please contact our reception team.

M

Massage

Let yourself be pampered in our massage room. You can find our massages and beauty treatments on the homepage or in our brochure. You can make an appointment at reception or via our website. www.soulsistershotel.at

Meal times

Breakfast: 7:30 a.m. - 10:30 a.m. Room service on request.

Lunch:

Monday snack menu only 12:00 p.m. - 8:00 p.m. Evening menu:

Tue-Fri: 3:00 p.m. - 10:00 p.m.

Sat-Sun: 12:00 p.m. - 10:00 p.m.

Minibar

We will refill your minibar on request. A one-off total price of EUR 25 will be charged.

N

Night porter - DIGITAL

If you lose your card, you will not be able to enter the hotel. It is necessary to scan the code attached to the entrance door and simply start communication with our digital night porter. This will give you an emergency card, which must be returned to reception the next day.

P

Parking

Parking spaces are available free of charge around our hotel. A garage parking space costs EUR 8.00 per day. If the parking lot is full, we will open the garage free of charge.

Pharmacy

Steinbock Pharmacy

Sigmund-Thun-Straße 22, 5710 Kaprun

Opening times: Mon-Sat 8:00 a.m. to 12:00 p.m., 2:00 p.m. to 6:00 p.m.

Playroom & children's playground

For our little guests there is a cool children's playroom on the 2nd basement floor with table tennis, digital playtoy, wooden slide, cuddly toys, games. There is a small playground on our garden terrace. Parents are responsible for their children.

Pool

Indoor pool - LIVING POOL AREA

Our Living Pool Area with indoor pool, textile sauna and relaxation beds is open daily from 7:30 a.m. to 9:00 p.m. Towels are available for free in the indoor pool area.

R

Reception

Our reception is open from 7:00 a.m. to 8:30 p.m. We are happy to advise you on various activities in our Zell am See - Kaprun region and are available to answer your questions and requests at any time. (Ext. 99)

Room bill

You can pay your room bill online at any time using your reservation link. Please note that on a big arrival or departure day it is best to pay the evening before. We accept debit cards, MasterCard and Visa, and cash.

S

Safety box

There is a safe on the wall in the bedroom in all our rooms. To use it, you just need to enter the desired code.

Seminars

Our "Burgblick" conference room is around 90m² and has space for over 50 people. Ask at reception for more detailed information. Of course, we offer conference packages with or without overnight accommodation.

Skibus

In winter, you can reach the Kitzsteinhorn with the free ski bus K. The bus stop is right in front of our hotel. Take bus 660 towards Zell am See - the bus stop is at the Maiskogel.

Ski passes Zell am See and Kaprun

You can buy your ski passes directly at reception in winter. This way you avoid long waiting times at the lift ticket offices. Start your day of skiing comfortably and relaxed. You can get ski passes from us from 1 day.

Ski room

You are welcome to store your skis and ski boots in our ski storage room free of charge. To prevent confusion and theft, we recommend that you secure the skis to the ski rack using a bicycle lock, which is available at reception for a deposit of €10.00

Smoking

We would like to point out that our HOTEL SOULSISTERS is a completely non-smoking hotel. Unauthorized smoking will be charged with a final cleaning fee of EUR 150.00. Our smoking guests are welcome to smoke on the terrace or 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.

Wellness family department

You can use the pool from 7:30 a.m. to 9:00 p.m.

There is also a family textile sauna daily from 12:00 p.m. to 8:00 p.m.

Sisters' Secrets

We have a variety of cool specials in our Bar & Kitchen every day.

Summer toboggan run

The Maisiflitzer is located on the Maiskogel family mountain. You can get more information at reception.

Summer card in Zell am See-Kaprun

Our Zell am See - Kaprun region offers you numerous activities for young and old. Brochures and information are available at reception. The Summer Card allows you to visit many attractions free of charge - some of them offer discounts.

Shoe shine service

We are happy to offer shoe shine equipment at reception.

T

Terrace

Our spacious terrace is open for you at any time when the weather is good. Enjoy the view of the Kitzsteinhorn with coffee and cake or a glass of Prosecco.

Towel and bed linen change

We would like to point out that your towels that are left hanging on the rail will not be washed. Towels in the bathtub or on the floor mean: Please wash. We will of course change your bed linen on request. The room is cleaned daily.

Transfer

We are happy to organize a transfer for you, whether to the airport or for a trip to Salzburg.

U

Umbrella

You can borrow an umbrella from reception in all weathers. Deposit per umbrella EUR 5.00 - you will of course get the money back when you return it.

W

Wellness - Hideaway SPA Adults Only

Our Hideaway SPA area is open from 12:00 - 20:00. Children under 16 are not allowed. Please observe the sauna rules. Our SPA area is a nude area - towels are available there for free. Bringing drinks into our SPA area is prohibited. There is a gift table in the spa area with tea, nuts and fruit.

Wellness - Living Pool Area

You can use the indoor pool from 7:30 a.m. to 9:00 p.m.

There is also a family textile sauna every day from 12:00 p.m. to 8:00 p.m. This area is open to children of all ages.

Wi-Fi

Free Wi-Fi is available throughout the hotel. The password is: quietscheente

Y

Yoga

We offer free yoga 4 times a week in our Yoga Dark Room or outdoors by the swimming pond: Tuesday 6:30 p.m. - 7:45 p.m., Thursday 8 a.m. - 9 a.m., Saturday 5 p.m. - 6 p.m., Sunday 6:30 p.m. - 7:30 p.m., register at reception. Mats and blocks are available.