HOUSE RULES

Dear Guests,

Welcome! To ensure a pleasant stay and peace, comfort and safety for all guests, we kindly ask you to observe the following rules.

CHECK-IN AND CHECK-OUT

On arrival, all guests register at the reception desk and present a valid ID document. Check-in is from 14:00 and check-out is until 10:00. For a late check-out or an extension of your stay, please contact the reception. These options are subject to availability and may incur an additional charge.

BREAKFAST

Breakfast is served in the Panorama restaurant from 07:00 to 10:00. Information on the restaurant's opening hours and other hotel services is available at the reception.

PEACE AND QUIET

Quiet hours are from 23:00 to 07:00. During the day as well, please keep the volume of the television, music and conversation at a level that does not disturb other guests.

SMOKING

Smoking, including e-cigarettes and heated tobacco devices, is not permitted in the rooms. Information about the designated smoking area is available at the reception.

VISITORS

Visitors must be registered at the reception in advance. Only registered guests are permitted to stay overnight in the rooms.

ROOM SECURITY

When leaving, make sure the room door is closed. Keep your room card safe and do not hand it to other persons. Report a lost card to the reception immediately and return the card at check-out.

MONEY AND VALUABLES

Please use the in-room safe for money, documents and valuables. Before leaving, check its contents and your personal belongings.

EQUIPMENT AND FURNISHINGS

Please handle the furniture and equipment with care. Removing hotel items from the room is not permitted. Report any faults, missing items or damage to the reception immediately.

SAFE USE OF APPLIANCES

Bringing in dangerous, flammable or explosive materials, burning candles and using open flames are not permitted. The use of personal hot plates, heaters and other appliances for cooking or heating the room is not allowed. Use hotel appliances according to the instructions and never leave a switched-on iron unattended.

ROOM SERVICE

If you do not wish to be disturbed, please use the "Do Not Disturb" sign. To arrange a cleaning time, request extra towels or any other assistance, contact the reception.

SAVING RESOURCES

Please use water and electricity responsibly. When leaving, switch off unnecessary lights and appliances. The room's air conditioning switches off when the balcony door is opened.

IN CASE OF EMERGENCY

On arrival, please familiarise yourself with the evacuation plan and the location of the nearest exit. In case of fire or other danger, notify the reception immediately (if you can do so safely) and follow the evacuation signs and staff instructions. Do not use the lift in case of fire. Covering or disabling smoke detectors and other safety equipment is prohibited.

For all information, requests and assistance, please contact the reception by dialling **300** from your room phone.

Thank you for observing the house rules. We wish you a pleasant stay!

TSC HOTEL
Thermal Spa Center
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