

General Terms & Conditions & House Rules

Arlen Lodge Hotel Garni – Lexa Immobilien GmbH

Nassereinerstraße 49

6580 St. Anton am Arlberg

Austria

E-mail: hotel@arlenlodge.at

Telephone: +43 5446 42566

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1. Scope

These General Terms and Conditions and the House Rules contained herein apply to accommodation agreements between Lexa Immobilien GmbH, which operates the Arlen Lodge Hotel Garni (hereinafter referred to as the “Arlen Lodge”), and its guests or contractual partners.

Any individual terms agreed in an offer, booking confirmation or booked rate shall take precedence over these General Terms and Conditions.

For bookings made through third-party providers such as Booking.com, Expedia, Feratel or other booking platforms, the terms and conditions of the respective rate booked via that platform shall take precedence.

The contractual partner (“the person making the booking”) is responsible for informing all accompanying guests of these General Terms and Conditions and the House Rules.

2. Conclusion of the Contract

An accommodation agreement is concluded as soon as a booking has been confirmed by the Arlen Lodge in writing or electronically, or has been bindingly accepted through the booking system.

Where a deposit has been agreed, the reservation becomes binding in accordance with the payment conditions stated in the booking confirmation.

For accommodation services booked for a specific date or period, there is no statutory 14-day right of withdrawal pursuant to Section 18 (1) no. 10 of the Austrian Distance and Off-Premises Contracts Act (FAGG).

3. Prices, Local Tax and Payment

The prices and services confirmed at the time of booking shall apply.

The applicable local tourist tax will be charged in addition unless it is expressly included in the booking price.

Deposits, final payments and other payment deadlines are specified in the respective offer, booked rate or booking confirmation.

If agreed payments are not made by the due date, the Arlen Lodge shall, after granting a reasonable additional payment period and such period having expired without payment, be entitled to withdraw from the accommodation agreement in accordance with the applicable statutory and contractual provisions.

4. Check-in, Guest Registration and Check-out

Rooms and suites are available from 3:00 p.m. on the day of arrival and will be held until 6:00 p.m.

For arrivals after this time, we kindly ask guests to inform us in advance. The reception opening hours published at the relevant time shall apply.

All guests are required to provide complete and accurate information necessary for statutory guest registration. A valid official photographic ID must be presented upon request.

On the day of departure, rooms must be vacated by 10:00 a.m. Late check-out is only possible by prior arrangement and subject to availability and may incur an additional charge.

5. Cancellation, No-show, Late Arrival and Early Departure

Unless otherwise agreed in the rate booked, the following cancellation conditions shall apply:

Summer – Standard Conditions for Direct Bookings

- Cancellation is free of charge up to 48 hours prior to arrival.
- For cancellations within 48 hours prior to arrival and in the event of a no-show, 100% of the total price will be charged.
- In the event of late arrival or early departure, the nights originally booked will be charged.

Winter – Standard Conditions for Direct Bookings

- Up to 42 days prior to arrival, the booking may be cancelled free of charge.
- 41 to 14 days prior to arrival: 50% of the total price.
- 13 to 8 days prior to arrival: 90% of the total price.
- Within the final 7 days prior to arrival, as well as in the event of a no-show, late arrival or early departure: 100% of the total price.

If the Arlen Lodge incurs costs in connection with refunding payments, these costs will be charged to the respective guest or deducted from the amount refunded.

For group bookings, the cancellation and payment conditions expressly agreed in the respective group offer or group booking confirmation shall apply. These conditions take precedence over the general conditions.

We recommend that all guests take out suitable travel insurance which also covers cancellation costs.

6. Respectful Conduct and House Rules

The Arlen Lodge is a small, personally managed hotel. We expect all guests to behave respectfully and considerately towards other guests, employees, neighbours and the hotel's facilities.

Instructions given by the hotel team for reasons of safety, the protection of other guests or the orderly operation of the hotel must be followed.

7. Refusal of Check-in and Early Termination of a Stay

The Arlen Lodge reserves the right to refuse check-in for good cause or to terminate a stay that has already commenced with immediate effect for good cause.

Good cause may exist in particular where a guest:

- is visibly so strongly impaired by alcohol, drugs or other intoxicating substances upon arrival that a safe and orderly stay cannot be ensured;
- behaves aggressively, threateningly, abusively, violently or with gross disregard for others;
- seriously disturbs or endangers other guests, employees or third parties;
- intentionally or through gross negligence damages property belonging to the Arlen Lodge or third parties;
- breaches essential safety regulations or the House Rules despite having been instructed to comply;
- commits or prepares illegal acts within the hotel.

In the event of an acute risk to the health or safety of a guest or other persons, the Arlen Lodge may contact medical assistance, emergency services or the police.

The financial consequences of a justified termination of the accommodation agreement shall be governed by the applicable contractual and statutory provisions. Any claims for damages by the Arlen Lodge remain unaffected.

8. Quiet Hours, Parties and Conduct within the Hotel

Quiet hours apply throughout the hotel daily from 10:00 p.m. until 7:00 a.m.

During these hours, noise in rooms, corridors and communal areas must be kept to a minimum.

Parties, larger private gatherings or events are not permitted in rooms or suites.

9. No Smoking, Fire and Illegal Substances

The Arlen Lodge is a non-smoking property. Smoking of any kind is prohibited throughout the entire building.

Open flames, candles and other unauthorised naked flames are not permitted in rooms or suites.

The possession, consumption or distribution of illegal drugs or other substances prohibited by law is forbidden throughout the hotel.

Additional cleaning, repair or other costs resulting from violations may be charged to the person responsible in accordance with the actual damage or costs incurred.

10. Room Occupancy and Visitors

Rooms and suites may only be entered and occupied by registered and booked guests. Unregistered visitors are not permitted.

Additional persons may stay overnight only with the express consent of the Arlen Lodge and this may result in an adjustment to the room price and local tourist tax.

11. Damage and Special Cleaning

Guests are liable in accordance with statutory provisions for culpably caused damage caused by themselves, accompanying persons or invited and registered visitors.

We kindly ask guests to report any damage or defects to reception immediately.

In cases of exceptional soiling, damage or where special cleaning is necessary, the actual additional costs incurred may be charged to the guest.

12. Arlen Spa

The Arlen Spa is reserved for guests aged 15 and over.

During winter, the Arlen Spa is open exclusively to our guests daily from 4:00 p.m. until 7:30 p.m.

During summer, the Finnish sauna and infrared cabin are available upon request daily from 4:30 p.m. until 7:00 p.m.

The spa area includes a Finnish sauna, infrared cabin and cold plunge pool. During winter, the saline steam sauna is also available.

For safety reasons, guests who are visibly heavily intoxicated by alcohol or otherwise impaired may be refused access to the spa.

The applicable safety and hygiene instructions within the spa must be observed.

13. Ski, Bike and Sports Equipment

Skis, ski boots and other winter sports equipment must be stored in the designated areas.

Bicycles and e-bikes must be stored in the designated bicycle area and may not be taken into guest rooms.

For fire safety reasons, e-bike batteries may only be charged in areas expressly designated or marked by the Arlen Lodge for this purpose. Charging e-bike batteries in guest rooms is prohibited.

14. Parking

One parking space per room is included in accordance with the applicable booking conditions.

Additional parking spaces are subject to availability and may incur a charge.

Vehicles may only be parked in the designated parking areas and must not obstruct emergency access routes, driveways or other vehicles.

15. Liability and Personal Belongings

Liability of the Arlen Lodge for slight negligence is excluded, except in the case of personal injury.

Where the contractual partner is a business, liability for gross negligence is also excluded.

Sections 970 et seq. of the Austrian Civil Code (ABGB) apply to property brought onto the premises.

Valuables, cash and personal belongings should not be left unattended in publicly accessible areas.

Any loss or damage must be reported to the Arlen Lodge as soon as possible.

16. Force Majeure and Extraordinary Circumstances

If an agreed service cannot be provided, or can only be provided to a limited extent, due to force majeure, official measures, natural events or other extraordinary circumstances beyond the control of the Arlen Lodge, the applicable statutory provisions and individually agreed booking conditions shall apply.

17. Applicable Law and Place of Jurisdiction

Austrian law shall apply, excluding its non-mandatory conflict-of-law rules and the United Nations Convention on Contracts for the International Sale of Goods.

For all disputes arising from or in connection with contractual relationships between the Arlen Lodge and its guests, the court having subject-matter jurisdiction at the registered office of the Arlen Lodge shall be agreed as the place of jurisdiction. Section 14 of the Austrian Consumer Protection Act (KSchG) remains unaffected.

18. Final Provisions

Individual agreements contained in the offer, booking confirmation or applicable rate shall take precedence over these General Terms and Conditions.

Should individual provisions of these General Terms and Conditions or other contractual documents be void or invalid, this shall not affect the validity of the remaining contractual provisions.

In relation to guests who are businesses, any void or invalid contractual provision shall be interpreted within the context of the contractual arrangements in such a way as to come as close as possible to the intended commercial purpose.

The current version of these General Terms and Conditions and House Rules is available on the Arlen Lodge website.