



House Rules of Hofgut Wagrain

On around 290 of our approximately 300 days of operation, guests treat one another with consideration without us having to point out these rules. However, for the few exceptional cases, we still need clear rules in order to act fairly. We ask for your understanding.

To ensure that families, children and guests seeking relaxation feel comfortable with us, we ask all guests to show consideration for one another. Our rules apply equally to all guests, accompanying persons and visitors – regardless of origin, language or personal habits.

The person who booked the apartment is responsible for ensuring that all accompanying persons also comply with the house rules.

1. Consideration and quiet hours

Please keep noise in the apartments, on balconies and terraces, as well as in corridors and communal areas, at an appropriate level.

Quiet hours apply throughout the entire Hofgut from 10:00p.m to 07:00a.m. During this time, loud conversations, loud music, moving furniture, noisy play and slamming doors in particular must be avoided.

No loud activities are permitted on the outdoor grounds during quiet hours. This includes, in particular, go-karting, trampoline jumping, ball games and the use of play and sports areas.

In the Games Area and the sports hall, particular care must be taken to keep noise levels low from 10:00p.m onwards. From midnight until 07:00a.m, these areas may only be used as passageways.

Private parties and larger gatherings are only permitted with the prior approval of the Hofgut.

2. Children and duty of supervision

Parents or supervising adults remain responsible for their children and their supervision throughout the entire stay. Our childcare service is intended as an accompanying play and activity programme. It does not constitute an assumption of the duty of supervision; children therefore cannot be left with our childcare staff for sole supervision.



3. Family groups and mutual consideration

Our property is predominantly booked by individual families, couples and solo travellers. With family or groups of friends, joint activities and children playing often result in a higher noise level. We therefore ask all groups to be particularly considerate of other guests and to avoid noise in the apartments as well as in all communal areas.

The person who booked the apartment is responsible for informing all members of the group about the house rules and ensuring that they are observed.

4. Use of facilities

All facilities may only be used during the stated opening hours and in accordance with their intended purpose.

Safety-, age-, hygiene- and usage instructions must be observed. Instructions given by our staff must be followed.

Glass bottles and drinking glasses are not permitted in pool, wellness, play and sports areas.

5. Pool and wellness areas

Street clothes or everyday clothing are not permitted in pools and whirlpools.

The Adults-only Spa may only be used by guests who meet the stated minimum age. The saunas and appropriately designated areas are textile-free.

In the wellness area, guests must respect the peace and privacy of others. The following are not permitted in particular:

- loud conversations and phone calls,
- taking photographs and filming,
- reserving loungers,
- intrusive staring or harassing behaviour,
- the use of loudspeakers.

Electronic devices may only be used on silent mode or with headphones.

Hofgut staff may make “reserved” loungers that have not been used for an extended period available to other guests.



6. No smoking and fire safety

Smoking is strictly prohibited in all apartments and indoor areas. This also applies to e-cigarettes and similar products.

Open flames, candles, fireworks, as well as private gas, electric or charcoal grills are not permitted anywhere in the resort.

Fire detectors and other safety equipment must never be covered, removed or tampered with.

7. Night-time technical emergencies – guest alerts

Urgent technical emergencies during the night will, of course, be attended to the hotel owners when necessary. However, we ask for your understanding that not every technical inconvenience requires an emergency call-out during the night.

Our technical facilities operate reliably more than 99% of the time. Should a situation arise in which persons are at risk or there is an immediate threat to safety or health, we will, of course, generally be on site within a short period of time.

For less urgent matters, we ask you to wait until the following morning. For example, a temporarily non-functioning air-conditioning system when outdoor night-time temperatures are below 20 °C does not constitute a technical emergency, as adequate ventilation and cooling can be achieved in this exceptional case by opening the windows. Requests such as an additional pillow or similar comfort-related matters can also gladly be taken care of the following day.

Thank you for your understanding and for ensuring that night-time emergency call-outs are reserved for genuinely urgent cases.

8. Fire alarm system and fire brigade call-outs

Our resort is equipped with a sensitive fire alarm system with more than 700 fire detectors.

The extractor hood must always be switched on when cooking. Food must not be left unattended. Searing at high heat, smoke and excessive steam can trigger an automatic fire brigade call-out.



If a fire brigade call-out is demonstrably caused by improper, negligent or avoidable behaviour, the actual costs incurred will be charged to the person responsible or the booking guest in accordance with our General Terms and Conditions.

The Wagrain Fire Brigade currently charges us € 500.00 per call-out.

Please note that this is a volunteer fire brigade whose members leave their work, their families or their resting time in the event of an alarm.

9. Damage and exceptional soiling

Damage or missing items of equipment must be reported to the reception immediately.

To the extent permitted by law, the person who booked the apartment is liable for damage caused by themselves, accompanying persons, children, visitors or animals brought with them.

Demonstrably incurred costs for repairs, replacement purchases, exceptional soiling, special cleaning or avoidable technical call-outs may be charged.

Intentional damage, theft or tampering with safety equipment may be reported to the authorities.

10. Deposit

We reserve the right to require a deposit for individual bookings, larger groups or where there is a justified reason.

After check-out and inspection of the apartment, the deposit will be refunded or released after deduction of legitimate and verifiable claims.

Liability for damage actually incurred is not limited to the amount of the deposit.

11. Dogs

Dogs are only permitted with prior notification.

Dogs must be kept on a leash within the resort. Dogs are not permitted to enter the pool, wellness or restaurant areas.



Dogs are not permitted on beds, bedspreads or upholstered furniture. Any soiling must be removed immediately. The dog owner or the person who booked the apartment is liable for damage and any necessary special cleaning.

Dogs must not be left unattended in the apartment if this results in noise, damage or disturbance to other guests.

12. Parking at the Lärche building

Parking in front of the Lärche building is not permitted.

Access may only be used once and briefly for loading and unloading during check-in or check-out. The vehicle must then be moved immediately to a designated parking space. The area is a residential street and pedestrians have priority.

13. Liability and valuables

We accept liability for money, jewellery and other valuables only within the scope of the statutory provisions and our General Terms and Conditions.

Please store valuables carefully and use the available storage facilities.

Where there is reasonable suspicion of a criminal offence, the competent authorities may be notified. Where legally permitted and necessary, available access or image data may be secured and transmitted exclusively to the competent authorities.

14. Defects and complaints

Please report defects, damage or other inconveniences to the reception as soon as possible so that we can respond and find a solution during your stay.

Our reception can be reached during the respective published opening hours. Outside these hours, the contact options indicated on site or in Guestnet apply – for emergencies only. Please also refer to Section 7.



15. Violations of the house rules

In the event of minor violations, we will first seek a personal conversation.

In the event of repeated or serious violations, we reserve the right, in particular, to:

- issue a warning,
- prohibit the use of individual facilities,
- charge demonstrably incurred costs,
- terminate the stay early for good cause,
- issue a ban from the premises.

This applies in particular in cases of significant disturbance of quiet, aggressive or harassing behaviour, endangering other persons, damage to property or disregard of safety instructions.

Thank you for your consideration and understanding. Together, we ensure that all guests can enjoy a pleasant and relaxing holiday at the Hofgut.

Alois Wurzenrainer & Thomas Aicher

Managing Directors and Co-Owners