

For guests of MÜLLER APARTMENT (Murau)

Dear guests!

We strive to make you feel comfortable during your stay at our apartments.

We will do our best to ensure that nothing disturbs your peace in any circumstances.

Still, despite this effort, if you notice any confounding factor that you are not satisfied with, please contact the host immediately.

In order to maintain the condition, order, cleanness of the apartment and the furnishings, please abstain from any activities that you would not do in your own home.

Reservation:

Reservation is made by e-mail or telephone, where it's not possible to view the full content of the policy, so please read it carefully, and stick to the followings.

The reservation is made by paying a deposit of 50% of the total fee.

General cancellation:

Free of charge until the tenth day before arrival. We can refund 50% of the booking fee until the fifth day before arrival. After that, - due to decreased opportunity to rent the apartment -, we cannot refund the deposit. The same applies if you do not show up on arrival.

Check-in and check-out:

The self-catering apartment can be taken between 16:00 and 21:00 on the day of arrival. The key can be accessed in a key safe with a received code. On the day of departure, the room need to be left by 10 a.m. and the key has to be returned to the safe.

Payment:

The accommodation fee, the final cleaning fee and the tourist tax will be paid on arrival after filling in the check-in form. If you leave before the end of the booked period, we will not be able to reduce or refund the accommodation fee.

Use of the guest rooms, courtyard, staircase:

Free parking is available in the backyard. Please make sure to park your car in a way that additional guests can also park, and to get in and out easily.

Please do not enter the doors marked as “PRIVAT”, those are separating the personal space of our family. Proper signage will direct you to the accommodation (entrance to the apartment, ski storage, etc.).

Ski boots are NOT allowed in the staircase and in the apartments! It's possible to store sport equipments and shoes in the basement, in a heated room designed for this purpose.

Use of the apartment:

Smoking is not allowed indoors! Guests who smoke are kindly requested not to throw the cigarette stub after smoking in open air areas, but collect them in an appropriate container and throw it to the mixed waste bin.

We respectfully ask for the intended use of all the equipments!

The equipments of the apartment must not be taken out.

Please leave the furnitures in their original place.

Upon departure, the area will be overlooked and the cost of repairing or replacing of any damage will be reimbursed to the guest.

The created waste must be collected selectively.
Please place the waste to the appropriate container.

General rules:

Due to the tranquility of the environment - and the legislation in force - it is **FORBIDDEN** to carry out noise, or noisy activities in the area of the apartment and the property from 10 pm to 6 am!

Any person other than the persons allowed in the apartment, may stay in the apartment after 22:00 only with the knowledge and consent of the landlord and upon payment of an appropriate fee.

We would like to inform our dear guests that a guest who does not comply with the policy or behaves in a scandalous manner may be removed from the house by the landlord immediately, without any compensation, even with the help of the authorities if necessary.

The owner is not in a position to take responsibility and pay compensation for damage caused by events beyond his own fault (eg natural disaster, hail, flood, fire, blackout, etc.)

Taking the above into account, your rest will be an enjoyable and lasting experience. We wish you a pleasant time during your stay and look forward to seeing you again!