



HABACHKLAUSE

Familien Bauernhof Resort

Dear guests!

We are very pleased that you are here. Here you will find some important and useful information for your well-deserved family vacation. If you have any questions, please do not hesitate to contact our reception team.

Main building

Ground floor:	4 restaurant areas: Stüberl, Klausen-, Wildkogel- & Smaragdstube, buffet area; Lounge with transition to the farmhouse, small culinary store, Kids-Club and Baby-Club, Buggy room next to the hotel night entrance with buggies, back carriers, sleds, slide plates, etc.
1st floor:	Suites 101 to 110
2nd floor:	suites 201 to 209
3rd floor:	suites 300 to 305
basement:	ski cellar with ski boot dryer, fun & action park softplay facility, family WC

Farmhouse

Ground floor:	Suite 400
1st floor:	Suites 410 to 417
2nd floor:	Suites 420 to 425
basement:	Suites 401 & 402

Pool & Wellness Area

11 meter long indoor pool with integrated whirl loungers and massage bench, water playground with small adventure slides, family cabanas & comfortable loungers, infrared relaxation cabin, Finnish & bio sauna, herbal steam bath, heated outdoor pool with indoor access, small fitness area with fitness tower, recline bike, endurance bike & treadmill from Technogym.

Spa Tower

Massage & beauty treatments in the "Healing Hand SPA", mineral tepidarium exclusively for spa guests.

First floor:	Suite "Spa Garden" 500
3rd floor:	Studio "Spa Tower" 501

Farm, agriculture & butchery

Farm with cows, chickens, pigs, goats, rabbits, guinea pigs, geese, ducks and ponies.

Villa Alfons

Office building, directly behind the hotel

Habachklause Chapel

On the hill behind the hotel

**We wish you a lot of fun and relaxing vacations.
Please let us know if there is anything we can do for you.**

Your family Maier & the Habachklause team

ARRIVAL & DEPARTURE

Check-in: from 2 pm

Check-out: until 10 am

The inclusive services start on the day of arrival at 2 pm with coffee & cake/afternoon snack and end on the day of departure with breakfast. The following packages can be booked for an additional charge:

- **Very Early Arrival Package with breakfast and lunch**
Arrival between 7.30 and 9.30 am - Price per family: € 88,-.
You can arrive early in the morning and make the most of your first day of vacation.
From 8 to 10 am the delicious breakfast buffet is ready for you. Also included is our generous lunch buffet from 12 to 1.30 pm.
- **Early Arrival Package with lunch**
Arrival between 10 am and 1 pm - Price per family: € 48,-.
From 12 pm to 1.30 pm you can fortify yourself at the delicious lunch buffet and comfortably start your personal picture book vacation.

With both packages you can use the swimming pool & wellness area, fun & action park, farm and everything around the Habachklause already in the morning. The wellness basket with sauna & pool towels you get in advance at the reception. These packages do not include earlier use of the booked room. Your room is ready for use from 2 pm at the latest.

- **Stay longer package**
Stay until 3 pm without room - price per family: € 77,-.
Treat yourself to a few hours longer vacation. Check-out is normally at 10 am. You can keep your wellness basket and bathrobes and enjoy another lunch and afternoon snack until 5 pm.
- **Late check-out in the booked room**
Subject to availability, you can use your room and the included services for longer at the current daily rate:
10 am - 1 pm: 25 % of the daily rate including lunch for the whole family
10 am - 5 pm: 40 % of the daily rate including lunch, afternoon snack, coffee and cake
10 am - 7 pm: 50 % of the daily price including lunch, snack, coffee, cake and dinner

If you wish a late check-out, please let us know at the reception as early as possible and we will be happy to check availability for you. All consumptions will be charged to the hotel bill. Offers and services not consumed will not be refunded.

ANIMAL FEEDING IN SUMMER

Animal feeding always takes place in the late afternoon at about 5 pm.

BABY EQUIPMENT IN THE ROOM

Toilet seat reducer, potty, integrated socket fuse, diaper pail, changing mat, baby bath tub, kettle. In the hotel main house 2nd floor at the corridor you will find a refrigerator and a microwave for common use. In the farmhouse these are on the 1st floor.

BABY CLUB FROM 0-3 YEARS

Loving care for babies and toddlers from 0-36 months. Opening hours: Monday through Friday, 9.30 a.m. to 8 p.m. each day, Saturday & Sunday 1 pm to 8 pm each day.

BABY ADDITIONAL CARE

Exclusive care for babies and toddlers for € 20,- per hour or part thereof, depending on availability!
(If the care times of the Kids- and Baby-Club are not sufficient)

BABYPHONE

At the reception you can register your cell phone number. To activate the monitoring, please pick up the handset at the room telephone and press the number 8 4 times. Wait for the announcement "Your baby monitor has been activated". When your baby cries, your mobile number will be called automatically. Range is unrestricted, costs depend on the duration of the call and are dependent on your mobile phone provider. To avoid high charges, please turn off the mobile box.

This is how it works: The alarm call must be answered, a tape announcement comes with the following wording: Your baby monitor room (...) please confirm by pressing a button. This opens the microphone and you can hear the child. Then end the call. Attention, if the baby call is not accepted, an emergency call to the restaurant will be made automatically. So please accept the call and acknowledge it after it is done.

BATHROBES & SLIPPERS

In the closet of the suites you will find adult and children's bathrobes: MINT for babies, BLUE for kids up to approx. 5 years and Yellow for kids over 7 years. Your personal wellness basket equipped with striped bath towels for the wellness area can also be found in the suites. Bath slippers for adults and children are available at the reception.

BED LINEN

In case of emergency you will find fresh bed linen in the hotel main building on the 2nd floor, in the hallway in the closet.

BICYCLES

You will find our bicycles to the left of Villa Alfons in the bike shed. They are at your disposal free of charge. Just choose a suitable bike, give the number on it (the bikes are numbered) to the reception and pick up the desired key. Helmets for adults and children are available in the buggy room.

BOOKS & BOARD GAMES

In the lounge there is a bookcase with reading for adults (some books are also available in English and Dutch) and for kids. In the entrance hall there is a game cabinet with many board & party games to borrow. Please be careful with the games and return them in full after use.

BUGGIES & BABY- & BACK CARRIERS

Buggies and back carriers are available free of charge in our buggy room. ROOKIE baby carriers can be borrowed free of charge at the reception. Please treat them with care and return them after use. In winter you will also find sleds, slide plates & bobsleds in the buggy room.

CHILD SAFETY SOCKETS

All our sockets in the suites & rooms have an integrated child safety device inside the sockets, according to EU building standard 2015.

COSMETICS

Hair shampoo and shower gel, as well as body lotion and soap are in the room. You can get a refill at the reception.

DOGS

According to the ordinance of the municipality of Bramberg, dog owners are obliged to keep their dogs on a leash and to dispose of their excrement properly. You can get a bag at the reception, you can dispose of them behind the hotel in the aluminum garbage can. Please note that there are many children playing on the hotel grounds - so please take your dog for a walk OUTSIDE the hotel grounds.

FOOD TIMES

Breakfast	from 7.30 am to 10 am
Lunch	from 12 pm to 1.30 pm
Children's buffet in the Kids Club	at 12 pm and 6 pm (please book in advance)
Cake & afternoon snack	from 1.30 pm to 5 pm
Dinner	from 6 pm to 7.15 pm (arrival time)
Ice cream bar	from 12 pm to 8 pm
Juice, coffee & tea bar	from 7.30 am to 10.30 pm

FITNESS ROOM

This is located in the main building, basement, with the following Technogym equipment:

- Multifunctional fitness tower with 25 different exercise options.
- Recline bike with low entry, especially suitable for pregnant women
- Endurance bike
- Treadmill

KIDS CLUB FROM 3 YEARS

Monday to Friday from 9.30 am to 8 pm continuously

Saturday & Sunday from 1 pm to 8 pm

Holidays & extended weekends from 9.30 am to 8 pm

Completed Kids Passport required!

Program according to Kids News or information board in the hotel lobby. Subject to change!

Children's table: 12 pm and 6 pm in the Kids Club! We can only accept healthy children in the care. Parents are liable for any damage caused wantonly by their children. We take the liberty of settling damages in cash. A receipt for the liability insurance will of course be issued. Children playing in the Club without a Kids' Pass are subject to their parents' supervision and liability.

LOUNGE BAR

In our lounge you can enjoy delicious drinks, cocktails and your aperitif or digestif before or after dinner. Closing time is at 10.30 pm, when no more guests stay. We are happy to serve bottled wines, drinks, etc. to your room. Bar telephone: 75.

LUNCH PACKAGE

Packed lunches for excursions during your stay are of course free of charge. You can put them together yourself at the breakfast buffet. The packed lunch for the journey home can be ordered in advance at the reception. If no breakfast is consumed on the day of departure, the packed lunch is free of charge. If you have a normal breakfast, we will charge the package to your hotel bill.

LAUNDRY SERVICE

We offer a washing, drying and ironing service for you. € 12,- per washing, € 8,- per drying, € 2,- per ironed garment. Just bring your clothes to the reception and the housekeeping team will do the work for you.

MASSAGE & COSMETIC TREATMENTS IN THE HEALING HAND SPA

You can find an overview of the different treatments in the Gastfreund app and at the reception. Please make an appointment directly at the reception. Massage & cosmetic treatments will be charged to your room bill.

MAGIC COURSE IN THE KIDS-CLUB

60-120 minutes (depending on registrations) Hocus Pocus lessons incl. magic suitcase for € 65,- per child. Registration at the Kids-Club.

NIGHT EMERGENCY CALL

International emergency call: 0-112 from the room phone or from your own cell phone 112 or for Austria 144.

270 is the number of the management, please dial it only in urgent emergencies!

PAYMENT

You can pay daily until 8 pm at the reception. We accept cash, EC card, Master Card and VISA.

PHARMACY - DOCTORS - HOSPITAL

Pharmacy	Bramberg & Mittersill
Hospital	Mittersill & Zell am See
Children's Hospital	Schwarzach
Pediatrician	Mittersill

General practitioners in the surrounding communities

Appointments can be arranged at the reception.

PLAYGROUND & FACILITIES FOR PARENTS WITH CHILDREN

- Playroom in front of the Kids Club with slides, workbench, doll kitchen, small bouldering wall, soft bricks, etc.
- Indoor- Fun- & Actionpark - in the basement, stairs next to the reception.
- Outdoor playground at the edge of the forest with XL sandbox, soccer goal, slides, trampoline, etc.

PHONE

0 = outside line = long continuous tone

Habachklause telephone: +43 (0) 6566-7390

Internal: Reception 72 or 79, Lounge Bar 75, Kids-Club 59, Baby-Club 58

RIDING LESSONS

Available from Monday to Saturday in summer and two days a week in winter. One riding lesson (25 minutes) costs € 28,-. Appointments can be made at the reception.

RECEPTION

We are personally available for you every day from 8 am to 8 pm. Telephone: 72 or 79

ROOM KEY CARD

The room key card locks the night entrance left behind the hotel for hotel guests & for farmhouse guests the entrance door in the farmhouse, as well as the ski cellar in the main house from the outside.

STAMPS & POSTCARDS

Gladly available at the reception, the mailbox is located at the hotel entrance on the left, emptying weekdays in the afternoon.

STEAM BATH

Our herbal steam bath is open daily from 2 pm to 6.30 pm. On request, we are also happy to open in the morning or in the evening until 10 pm, please just give a short notice at the reception.
(Please note the cleaning time of the entire wellness area from 6.30 pm to 7.30 pm)

SEWING KIT

Available at the reception.

SMOKING

Smoking is prohibited in the entire indoor area of the hotel

SAFE

There is a safe in all rooms. Please keep your valuables in it. We are not liable for theft.

SAUNA WORLD

These are in operation daily from 2 pm to 6.30 pm. If you wish, we will be happy to turn them on earlier or off later in the evening, please just let the reception know. (Cleaning time from 6.30 pm to 7.30 pm). Please observe the sauna rules.

SHOP

Souvenirs can be found in the cabinets in the hotel lobby. Toys, jewelry, soaps, birdhouses and gift books..., you are sure to find a suitable souvenir for your loved ones at home. The reception team will be happy to advise you and wrap gifts for you.

SKI & TOBOGGAN SLOPE AT THE HOTEL WITH ROPE LIFT

You can use our ski & toboggan slope directly at the hotel from 9 am to 4.30 pm free of charge. The rope lift can be switched on and off individually as required. Use at your own risk & responsibility. Parents are liable for their children! Sledges (with & without backrest), bobs & slide plates are located in the buggy room (behind the hotel) and can be borrowed at any time free of charge. Please handle with care and put them back. Our toboggans are not suitable for the 14 km long toboggan run on the Wildkogel. For this fun you can rent toboggans at the sports stores in Bramberg.

SKI BUS WILDKOGEL-ARENA

For ski school children who take the ski bus to the ski school, a list is available at the reception. Please register the evening before! It is not possible to register in the morning for organizational reasons. The children will receive a Habachklause vest so that the ski instructor can recognize them immediately. On the first day of ski school, the children must be brought by their parents to the ski school collection point on the mountain.

Bus departure times are according to schedule, but trips are made as needed. Habachklause assumes no liability or responsibility for the entire ski bus service. For non-compliance with the timetable and bus service is solely responsible Wildkogelbahn as the client. Ski bus times can be adjusted to the season without prior notice.

SKI CELLAR & SKI BOOT DRYER

The ski cellar is located in the main house in the basement, outside access via a separate staircase is possible and use is free of charge. The ski boot dryer for guests in the main house is located in the ski cellar and for guests in the farmhouse in the transition staircase. The management & owners of Habachklause are not liable for any loss, or theft of any sports & ski equipment. We recommend a theft insurance, which you can take out at the rental companies.

SKI SCHOOL

For beginner children between 3 and 5 years we offer a skiing course directly in front of the hotel. The registration is binding and must be made at the reception. The course takes place from Monday to Friday from 9.30 to 11.30 am. You can find more details in the Kids-News. Our partner for advanced kids and adult courses is the Dreier Ski School in Neukirchen. The ski school offices are located directly in the Sport2000 Herzog and Intersport Harms stores in Neukirchen, to the right and left of the Wildkogel lifts. So you can easily combine the registration for ski lessons with the pick-up of your ski equipment.

SKI EQUIPMENT RENTAL

Ski rentals are located in the nearest villages of Bramberg and Neukirchen, each about 5 minutes away from us. Sport2000 Herzog also has service points with ski depot and accessory sales directly at the mountain stations Wildkogelbahn and Smaragdbahn. Please make sure to take out theft insurance for the rented equipment. We assume no liability, not even in case of loss in our ski cellar.

SWIMMING COURSE & BABY SWIMMING

The swimming course is for children from 4 years old, baby & toddler swimming for kids up to 4 years old. Registration required and binding!

Baby swimming: 5x 25 minutes cost € 88,- for children from 0-4 years, taster day as part of the normal course € 22,00

Swimming course: 5x 25 minutes cost (from 3 children duration 50 minutes) € 140,00 for children from 4 years, taster day within the normal course € 35,00

Always in the morning between 8 am and 9.30 am.

Please register at the reception. Minimum number of participants: 3 children. If there are less than 3 children, it is a private course.

SWIM DIAPERS

Babies and toddlers who are not yet clean are allowed in the pools only with swim diapers. You can buy swim diapers at the reception.

TIP FOR THE TEAM

The tip in the piggy bank at the reception is divided among all employees. Separate piggy banks are available for the Baby Club and Kids Club in each club. For the Spa staff, the tip can be noted on the Spa bill, the tip will then be added to the hotel bill.

TV

In the room you will find a list of channels.

VIP-KIDS CLUB

All children can become members of the VIP-Kids Club. Members receive a welcome gift, great special offers for the whole family and opportunities to participate in various competitions. The Kids Club staff will be happy to provide you with more information.

WELLNESS AREA & POOLS

11m long indoor panorama pool with integrated whirl loungers & massage bench, 1,37m depth, 30° warm; water playground with 3 adventure slides and 33° warm water; family cabanas and comfortable loungers; sunbathing area (=solarium-for a fee), infrared relax cabin, open daily from 07.00 to 18.00 and from 19.30 to 21.30. (Cleaning time from 18.30 to 19.30) Outdoor spring water pool with indoor entrance, depth 1.50m, open in the afternoon depending on weather conditions. The indoor panoramic pool and the outdoor pool (outdoor pool) for swimmers! Small children are only allowed to use the entire facility when accompanied by parents. The operators & Maier family are not liable for any accidents.

WLAN

Free WLAN in the entire hotel. Just join Internet4guest, accept user conditions and off you go!