

Dear guests & friends of Gartenhotel Crystal,



Das Gute im Grünen

Your safety and your health are very important to us!

It is therefore our top priority to comply with the prescribed Covid-19 measures. The past months have heightened our awareness and shown us that cooperation is possible despite all important legal regulations.

In compliance with required procedures, we have decided to take the following measures for your stay and well-deserved vacation here at Gartenhotel Crystal:

“Sometimes, things turn out differently than planned”

Reservation and cancellation conditions

The past months have shown us that there are many things you simply can't predict, and you may therefore have to suddenly cancel your booked vacation or leave early. For this reason, we have decided to make the cancellation conditions more flexible for you as a direct booker and not charge a deposit.

These are the following provisions for a cancellation during the winter season: a free cancellation up to 1 day prior to arrival is possible.

“Arrive safely at Gartenhotel Crystal”

Check-in and reception

Our safety concept, which has been specially tailored to our needs, not only provides ongoing Covid-19 training for our employees but also enables our procedures to be continuously adapted to changing requirements and conditions. Out of respect for your health, we no longer shake hands. Accordingly, we rely on contact-free procedures that are supported by new technical tools. You can find important information before or during your stay on our Crystal Guestnet page:



In compliance with distance regulations, our team is of course available to answer any questions, respond to requests, and provide suggestions. Mouth and nose protection are available at the reception desk. Pocket-size disinfectant is also available to purchase. For everyone's protection, there are plexiglass panels at the reception desk since it may not always be possible to maintain distance. In addition, you will find a variety of disinfection stations throughout the hotel.

“The great outdoors” – offers pure enjoyment and well-being

Restaurant and bar area

In order to make it easy to comply with distance regulations, we have decided to make our entire premises exclusively available to our hotel guests with only a few exceptions. In order to give you enough space, we will assign only a limited number of seats in the restaurant and bar to registered, non-hotel guests. So that you can enjoy your breakfast and dinner from the buffet in a relaxed atmosphere, disinfection stations are available here.

“Health and well-being at all levels”

Wellness and fitness

The same also applies to our wellness area, which is available exclusively to our hotel guests this year more than ever in order to ensure compliance with the Covid-19 distance rules in all areas. We primarily open the spa area only for hotel guests.

In addition, we adhere to the bathroom hygiene ordinance in Austria, and we adhere to the high standard of disinfection and cleaning cycles that we have always set for ourselves. For use of the saunas and steam baths, we rely on personal responsibility and trust that distance regulations will be complied with.

Cosmetic and body treatments are offered without restriction.

In our fitness room, the equipment has been distributed in accordance with distance regulations, and excellent ventilation ensures a good exchange of air in our exercise rooms.

“Cleanliness is healthiness”

Housekeeping

Our customary high standard of cleaning in the rooms and public areas entails a wet cleaning several times a day, disinfection of all surfaces including textiles and mattresses, and a careful cleaning of everyday objects that are used often (remote controls, door handles, handrails...).

Laundry is washed in our in-house laundry facility with certified cleaning agents, and special attention is paid to a coordinated separation of dirty laundry.

During your stay at Gartenhotel Crystal, personal responsibility and respect in dealing with other guests and staff is of utmost importance.

The measures taken in the hotel are supported by the state of TYROL, among other things, with special test options for employees under the slogan “Safe Hospitality Austria” – an initiative that we gratefully accept in order to protect our guests and staff.

We look forward to seeing you soon this winter season.

We will be happy to receive your inquiries.