

The most important information from A to Z for a memorable stay at Ringhotel Sellhorn

Arrival/ Departure

On your day of arrival your room is available from 2 p.m. onwards.

If you happen to arrive later than 6 p.m. we kindly request you to inform our front desk staff in order to keep your booking valid.

On your day of departure we kindly ask you to checkout and vacate the room latest by 11 a.m.

Information: The front desk is open daily from 7 a.m. until 10 p.m.

All our rooms are non-smoking rooms. If we happen to figure out after your departure that you still smoked inside your hotel room we will charge an extra cleaning fee of 100 €. Please make sure to pull the balcony door close, for the smoke not to come inside.






Packages

All packages are only able to be booked completely. Unused or not applied elements cannot be reimbursed.


Booking

With our confirmation mail or the booking via phone the booking is fix. Your reservation is obligatory for both parties.

Cancellations

-  Cancellations need to be placed in a written form. The legal basis is the guest reception contract of the German hotel association DEHOGA. Your booking becomes obligatory with our written confirmation or your acceptance by phone.
-  The guest reception contract is closed as soon as the room is reserved and confirmed or if it has been provided in case there was not enough time to supply a written confirmation.
-  The conclusion of the guest reception contract commits both parties to fulfil the contract no matter for which duration the contract has been made.
-  In case the contractual services offered are not called up, the guest is required to pay the agreed price, less the saved disbursements of the landlord in case the room was not able to be occupied again. (Accommodation including breakfast 80%; Half board 70%).
-  Free cancellations are possible until 1 day prior to arrival for single night bookings.
Cancellations for all packages an multiple nights stays:
Up to the 22nd day prior to arrival 20%,
Up to the 15th day prior to arrival 30%,
Up to the 10th day prior to arrival 55%,
Up to the 7th day prior to arrival 75%,
Up to the 3rd day prior to arrival 85%,
on the day of arrival 95% off the entire stay.

We recommend closing a travel cancellation insurance with the ALLIANZ Elvia directly online at ALLIANZ Elvia.

-  Free cancellations of your wellness treatments are possible 1 day prior to your date of appointment. If we are not able to give your appointment to another customer, we need to charge 50 % of the treatment.

Cancellation for conferences

The number of participants is known to the hotel 5 days prior to the event, otherwise the number of persons registered will be charged.

A list of names is required up to 14 days before the start of the event.

Up to 14 days prior to arrival, a free cancellation can be made.

Up to 10 days prior to arrival we charge 50% of the booked volume.

Up to 5 days prior to arrival 80% of the booked volume is charged.

Cancellations for groups of 5 rooms or more

Up to 14 days prior to arrival, a free cancellation can be made.

Up to 10 days prior to arrival we charge 50% of the booked volume.

Up to 5 days prior to arrival 80% of the booked volume is charged.

Dinner Bookings

Changing numbers of participants in a booked dinner need to be communicated two days prior. Otherwise the hotel needs to charge the ordered covers.

The restaurant is open daily from 7 a.m. until 12 p.m.

We are serving hot dishes Mondays through Thursdays from 5.30 p.m. until 9 p.m. and Fridays through Sundays 12 a.m. until 9 p.m.

Vouchers

Please let us know your voucher number when booking the room.

We please you to hand us your vouchers in original, latest by checkout. This way we are able to adjust all amounts to your bill. Please note that your voucher in Euro does not expire! Every year we are modifying our packages or accommodation rates, therefore please be aware that packages in vouchers that are only being redeemed after the expiry date might have different prices than the value of the voucher.

Dogs

Dogs are very welcome in a couple of our hotel rooms after an advanced notification. Cost per night and dog is 15 € (without food).

Please do not forget to bring your dog basket or a blanket.

Payment

We accept cash, MasterCard, VISA and American Express.