



Information prior arrival

Dear guests,

Thank you very much for booking. We are pleased that you will visit Bad Radkersburg in the „Erlebnisregion Thermen- & Vulkanland“ and that you have chosen one of our „ALTSTADT-APARTMENTS“ (old-town-apartments):

- **Sunny 55 m² apartment "Traminer"**
on the ground floor with garden view - Cozy & homely!
Partner: winery Gschaar, Klöch
- **Dignified 88 m² holiday apartment "Weißburgunder"**
on the 1st floor with courtyard terrace - spacious and comfortable!
Partner: winery Domittner, Klöch
- **Casual 73 m² top floor apartment "Sauvignon Blanc" <**
with a fascinating view of the church, park and roof landscape - stylish & modern!
Partner: winery Schuster-Tegel, Klöch

Generous - fully equipped - homely. Well-kept private house in the center. Quiet inner courtyard with garden furniture, loungers, grill. Covered parking space for bicycles with e-bike charging station. Driveway to the house. Parking free of charge.

We do our best for your well-being and wish you a pleasant stay – according to your ideas!
Before your arrival there are a few things to consider and do (for both of us):

1. Payment of your stay plus tourist tax and overnight stay tax

As described, your hosts are not on site and live / work in Graz. Therefore we offer you the following payment options before arrival: transfer to our bank account or payment via PayPal.

2. Guest registration

Please advise your details and send us an e-mail for the guest registration (asap. Expected, no later than 5 days prior to arrival):

- Guest 1: Photo of travel document (passport or identity card)
- Address with street, house number, postcode, town/city
- For all (!) all accompanying persons
- Name/s + date of birth + nationality + gender
- email address + mobile phone

We handle your data carefully (only for our business relationship, GDPR-compliant).

e-mail for sending data: altstadt-apartments@outlook.com

3. Guest-card "entdecker.card" free of charge

We will register you electronically with your data as guests of the Bad Radkersburg region.

The "entdecker.card" will be sent to your email address. Simply print it out or take it with you electronically. This gives you numerous offers and discounts in the Bad Radkersburg holiday region with the towns of Bad Radkersburg | Halbenrain | Klöch | Mureck | Tieschen.

4. The Corona Austrian and local guidelines

The respectively valid Covid-19 guidelines (vaccinated | recovered | tested ...) apply and have to be observed by hosts and our guests in accordance with the current legal requirements.

You can read about actual status on:

<https://www.sozialministerium.at/en.html>

5. Check-in | Check-out | Access Code

Your holiday apartment will be ready for you from 3 p.m. on arrival day. Departure by 10 a.m. – please leave the key and the parking card in the apartment. After guest registration and full payment of your stay (overnights, final cleaning, spa and overnight tax), you will receive the access code for the automatic door lock (contactless access system for the duration of your stay) and further information on keys and parking shortly before arrival. We will be happy to send you your invoice digitally (upon request) after departure.

6. Access & parking

- towards city center of Bad Radkersburg. Langgasse. 2nd right turn into Kirchgasse>Pfarrgasse. Altstadt-Apartments on the right, opposite the church and the music school (yellow house).
- Stopping/parking on the street permitted (on weekdays for 90 minutes with parking disc).
- Guests of our house will receive a free parking card (in the apartment) - please fill in with your car registration number + dates of stay and place it into your car visible. With this parking permit at our invitation, you can park free of charge in the old town of Bad Radkersburg - also here in the Pfarrgasse (except for marked and forbidden zones).

7. Information & useful information from A-Z

A guest directory is prepared for you in the apartment (actually in German Language only. For English brochures please refer to the Tourist office on the main square – only 3-4 min. walk – Thank you). Inventory: You confirm the inventory list with check-in. We count on your careful handling with all the inventory/equipment. However, if something breaks or you find out a need of repair, please notify us. We reserve the right to invoice negligent damage (we deliberately waived a guarantee deposit).

If you have any special requests or questions, please e-mail us or give us a call. We regret "the bureaucracy" (yes, everything was easier in the past ...) ... Thank you for a smooth process in our common interest.

Wishing you a lot of anticipation for your stay in Bad Radkersburg we remain

With very best regards,
Ulrike + Dr. Hellmuth Schnabl

Your hosts of „ALTSTADT-APARTMENTS Bad Radkersburg“

Adventure region Thermen- & Vulkanland Steiermark
Pfarrgasse 11, 8490 Bad Radkersburg

Payment options for your stay:

- **Bank transfer to**
Account / IBAN: AT03 2081 5000 4367 9570 BIC: STSPAT2GXXX
Bank: ERSTE SPARKASSE
Name of account: Ulrike and Hellmuth Schnabl, Altstadt-Apartments Bad Radkersburg
- **online via PayPal to** paypal.me/radkersburgapartment
e-mail PayPal: radkersburg-apartments@outlook.com