

## FAQS – FREQUENTLY ASKED QUESTIONS

### **What is the fastest way to reach the Seepark Wörthersee Hotel?**

You will find us at the Universitaetsstrasse 104, 9020 Klagenfurt, Austria. In the menu item "Service & Contact" you will find a detailed description under "Arrival & mobility" - you will see ... it is very easy and uncomplicated. You would like to plan your route? Then click here: <https://goo.gl/maps/iTM7kQNM4ENUjTtX6>

### **Where can I park?**

Our parking lot is directly in front of the hotel and offers about 100 free parking spaces in the fresh air (subject to availability). You prefer to park your car? Gladly - our garage has room for 23 cars and is bookable for an extra charge. We will gladly reserve the garage space for you in advance - just let us know when you make your reservation ([reservierung@seeparkhotel.at](mailto:reservierung@seeparkhotel.at) or +43 463 204499 731). There are also 1 Tesla Supercharger and 2 Universal charging stations from SMATRICS.

### **What about the hotel with internet access?**

We have free internet via WIFI in the whole hotel. If you don't have your own computer with you, then just sit down at one of our two PCs in the lobby and check your mails here ... Printer is also included, and the use is of course free of charge.

### **Can I bring my dog to the hotel?**

Your four-legged friend is also Welcome to come to our hotel - we charge EUR 25.00 per day (without food). Basically, your dog is also allowed in the restaurant if he keeps quiet and does not disturb other guests. Please understand, however, that dogs are not allowed in our MOVE & RELAX area.

### **Can I have my laundry washed?**

Yes - this is also possible. We have an external partner who offers laundry service for hotel guests. This service is offered daily from Monday to Friday, except on public holidays.

### **When can I check in and when do I have to leave again?**

Check-in time is fixed at 4:00 pm and until 11:00 am we kindly ask you to leave the room for the next guests. If you arrive earlier and your room is already free, then earlier check-in is of course no problem for a small fee - but we cannot guarantee this in advance. In any case, you can leave your luggage with us in the meantime ... this also applies if you still have plans on the day of departure and want to leave your luggage at the hotel.

### **May I smoke in the hotel?**

We are a non-smoking hotel, and we are proud of it. But for those who can't stand it at all, we have put ashtrays on the balconies of the superior/deluxe rooms. The GIG Bar is also smoke-free since 1.5.2018 ... but of course you can continue smoking on the sun terrace. If you do not observe our smoking ban in your room, we will charge an additional cleaning fee of EUR 50.00 - and we are consistent in this respect!

### **When is the Restaurant Laguna open?**

Laguna Restaurant is open daily and offers breakfast, brunch, lunch, dinner and snacks in between. You can find the current opening hours [HERE](#).

### **When can I use the Seepark MOVE & RELAX area as a hotel guest?**

For our hotel guests the RELAX area is open from 6:00 am in the morning - i.e., the swimming pool and fitness room can be used from 7:00 am onwards. The sauna is switched on at 10:00 am and ends at 10:00 pm (in the summer months from 4:00 pm). Massage and cosmetic treatments are available daily from 10:00 am to 8:00 pm and are agreed upon individually.

The 25 m outdoor pool in our new MOVE area is open from May to September from 6:00 pm to 22:00 am, October and April from 7:00 pm to 8:00 am and from November to March from 2:00 am to 7:00 am.

The best thing to do is to secure your desired appointment before your arrival: [moveandrelax@seeparkhotel.at](mailto:moveandrelax@seeparkhotel.at) or +43 463 204499 771.

### **Can I rent a bicycle at the hotel?**

Yes, that is possible. We have a special offer:

E-city bikes

- EUR 29.00 per day per bicycle

E-mountainbikes (fully)

- EUR 37.00 per day per bicycle

Trekking bikes

- EUR 15.00 per day per bicycle

- EUR 9.00 for 4 hours

- Children's bikes in different sizes (for 4 hours EUR 6.00 or whole day EUR 9.00)

Available from April to the end of October. Gladly already pre-book under:

[moveandrelax@seeparkhotel.at](mailto:moveandrelax@seeparkhotel.at) or +43 463 204499 771.

We are also the official 24/7 bike rental station of the city of Klagenfurt (<https://www.nextbike.at/de/klagenfurt/>), which has about 20 other locations in Klagenfurt. The motto: SIMPLE, FAST, FRIENDLY, FLEXIBLE, HEALTHY AND ENVIRONMENTALLY FRIENDLY FROM A TO B. The best thing about it is ... you can easily borrow, pay and return your bike wherever you want via the free app. For example, you can ride your bike from the hotel to the city centre, return it at the Nextbike Station on Neuer Platz and take the bus back to the hotel or simply use the beautiful pedestrian path along the Lendkanal.

### **Can I bring my own bike?**

Yes, with pleasure. You can leave it in front of the hotel or in the underground car park. If you have very exclusive bikes, you can also bring them into your room - if you use an underlay so that the carpet is not damaged.

### **Are sports programmes offered at the hotel?**

Especially in the summer months we have various sports programs, which are organized by our MOVE & RELAX area - you will always find the latest information on our website: <https://www.dasseepark.at/en/move-relax/move-relax-area>

If you want to experience the lake in a very trendy way, you can try the so-called stand-up paddling (SUP) directly from the hotel. In summer we have a rental station directly in the lagoon.

Premium Fanatic SUP Boards & paddels