

## FAQ – FREQUENTLY ASKED QUESTIONS

### **What's the fastest way to get to the Seepark Resort?**

We're located at the Universitätsstrasse 104 in 9020 Klagenfurt, Austria. You can find a more detailed description of how to get to the Seepark Hotel on our „How to find us“ page under „Contact“. You would like to plan your route? Please click here:

<https://goo.gl/maps/iTM7kQNM4ENUjTtX6>

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

Our parking area offers 100 parking spots free of charge (upon availability). Our garage can accommodate 20 cars at EUR 10 per day. Please let us know if you want to use our garage at the time of your reservation (reservierung@seeparkhotel.at, or +43 463 20 44 99-731).

### **Is there Internet access at the Seepark Hotel?**

Yes, our Wi-Fi is available everywhere in the hotel free of charge. In case you do not bring your own computer or tablet we kindly invite you to use one of our two work stations in the lobby. A printer is also available free of charge.

### **Can I bring my dog?**

Yes, dogs are allowed at the Seepark Hotel at EUR 15,00 per day – animal food excluded. Generally your dog is also allowed in the restaurant area if it behaves well and does not disturb other guests. We ask you to understand that dogs are not allowed in our SPA area.

### **Is there a laundry service?**

Our laundry service is provided by an external partner. It is available from Monday through Friday with the exception of public holidays.

### **What are the Check-in and Check-out times?**

You can check-in to your room starting from 4 p.m. and we ask you to leave your room at 11 a.m. on the last day of your stay. If you arrive earlier and your room is already available we invite you to check in early. Please note that we can not guarantee early check-in however we gladly assist with your luggage storage until your room becomes available. Luggage storage is also available on the day of your departure.

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

We are a non-smoking hotel and proud of it! But for those who can't give up, we have ashtrays on the balconies of the Superior/Deluxe rooms. From the 1st of May 2018 also the GIG Bar is a non smoke area ... but of course you can smoke on the sun terrace. Visitors who ignore our smoking policy and smoke in the rooms will be charged an additional cleaning fee of EUR 50 – no exceptions!

### **What are the opening times of the Laguna restaurant?**

Laguna is opened every day from 6.30 a.m. to 10 p.m.; Breakfast: 6.30 a.m. to 10.30 a.m.; Lunch: 12 noon to 2 p.m. ; Dinner: 6 p.m. to 10 p.m. We invite you to choose from our menu card between meal times. Room service is available.

### **When can hotel guests use the SPA area?**

Our guests may use the SPA area from 7 a.m. on – this includes the pool and our fitness room. Sauna time starts at 12 noon and ends at 10 p.m. (in the summer month the sauna starts at 4 p.m.) Massages and beauty treatments are available daily, please make an appointment. We advise you to reserve your massage & beauty treatment before arriving at the hotel. Please contact the SPA staff at [spa@seeparkhotel.at](mailto:spa@seeparkhotel.at) or at +43 463 20 44 99-771.

### **Can I rent a bike?**

Yeah, you can do that. We are 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: EASY, FAST, FLEXIBLE, FRIENDLY, HEALTHY AND ENVIRONMENTALLY FRIENDLY FROM A TO B. The best part is ... you can simply borrow, pay for and return your bike wherever you want via the free app. For example, you can cycle from the hotel to the city centre, return the bike at Nextbike Station at Neuer Platz and take the bus back to the hotel or simply take the beautiful pedestrian path along the Lendkanal.

Would you rather ride an e-bike? Also good - we have some e-bikes for rental in the hotel ... please contact our staff at the hotel reception.

### **Does the Seepark Hotel direct access to the Wörthersee?**

Unfortunately we do not have direct access to the lake but we have partnered with the most beautiful beaches of Klagenfurt ... the Strand Klagenfurt and the Strandbad Maria Loretto which are located away a short trip by car (approx. 3 minutes) or walk (approx. 7 minutes). You get a 50% discount on the daily ticket!

### **Do you offer any sports classes/activities at the hotel?**

We offer a wide variety of activities during the summer months. Please check our website regularly. Why not try out „Standup Paddling“ offered by one of our partners. Please contact the front desk.