

# OUR FAQs



## GENERAL

### **How close is the Ratschings-Jaufen skiing and hiking area?**

The Berghotel is directly at the valley station. You only need to go down the street and cross it.

### **When is the Berghotel open?**

The winter season ends on 12 April 2026. The summer season runs from 10 May to 8 November 2026. The next winter season will be from 25 November 2026 to 4 April 2027.

### **When does the Ratschings cable car open?**

The lifts for the winter season reopen on December 5<sup>th</sup> and close on April 12<sup>th</sup>, 2026. The Ratschings-Jaufen cable car reopens on May 30<sup>th</sup>, 2026 and runs daily until October 4<sup>th</sup>, 2026.

### **Do I have to pay for the underground parking?**

No, there is a free underground parking space waiting for your car.

### **Can I charge my electric car?**

Of course. The KW/h costs Euro 0,80.

### **Can I pay with American Express?**

Sure, no problem.

## **ARRIVAL, CHECK-IN & CHECK-OUT**

### **When can I check in?**

Gladly from 2:00 p.m.

### **Do you offer early check-in?**

Subject to availability for a surcharge.

### **Until what time should I check out?**

We thank you for checking out by 11:00 am.

### **Can I book a late check-out?**

Subject to availability for a surcharge.

### **Pick-up service**

We are happy to pick you up at the train station or airport and chauffeur you to our Tenne Lodges & Chalets. Just tell or write us where and when we can book a transfer for you. You are also welcome to book a transfer via the [Südtirol Transfer portal](#).

## **ALL ABOUT FOOD**

### **How much does dinner cost?**

If you haven't booked your holiday with half board and would like to come to dinner, we charge €36 per person. Alternatively, you can also choose individual dishes from the à la carte menu.

### **Can I also eat lunch or have a snack in the afternoon?**

You can order your favourite dish(es) from our à la carte menu (12:00 – 2:00 pm) or snacks and cakes in the afternoon.

**I have intolerances/I am a vegetarian. Are you considerate?**

We also prepare vegetarian, vegan, gluten-free and lactose-free dishes and cater to allergies and food intolerances. Just let us know when you make your booking.

**What does the restaurant offer for children?**

We are happy to provide high chairs and your little ones can choose from the children's menu. Of course, we will respond to extra requests.

**THE BERGHOTEL SPA AREA****What are the opening hours?**

Our indoor pool is open from 6:00 am to 7:00 pm. The outdoor pool is available depending on the weather. The saunas are available from 14:00 to 19:00.

**Are children allowed in the SPA area?**

As our sauna area is a nude area, it is accessible to young people aged 15 and over.

**What saunas and relaxation options are there?**

- Finnish event sauna 90°C
- steam bath 50°C
- Biosauna
- sunbathing and relaxation areas inside and outside

**Do I have to bring my own bathrobe?**

No, bathrobes are waiting for you in your room.

**PETS YES OR NO?**

### **Where can my dog go?**

Your dog is allowed in the room and lobby, but not in the restaurant.

### **What do I pay for my pet?**

We charge an extra **20 euros per day** for your pet without food (30 euros per day in August). The hotel reserves the right to impose an extra final cleaning surcharge, if necessary. Please note that pets are not allowed in the dining room and in the spa area.