

OUR FAQs



GENERAL

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

The Wellness-Sporthotel is directly at the valley station. You only need to cross the street.

When is the summer season?

The summer season 2025 starts on May, 29th and ends on November, 9th.

When does the Ratschings cable car open?

The lifts for the winter season close on April 27th, 2025. The Ratschings-Jaufen cable car reopens on May 29th, 2025 and runs daily until October 5th, 2025.

When is the winter season?

The winter season ends on April 27th, 2025. The winter 2025/2026 season starts on December 5th, 2025 and ends on April 12th, 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 10:30 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 WELLNESS SPORTHOTEL SPA AREA**What are the opening hours?**

Our pools (Family and Sports Pool Adults Only) are open from 6:00 am to 7:00 pm. The outdoor pool (Adults Only) is open from 3.30 pm to 6.30 pm in winter and from 7.30 am to 6.30 pm in summer. The saunas are available from 14:00 to 19:00.

Are children allowed in the SPA area?

There are no age restrictions in the family pool with whirlpool and there is also a small children's pool. The sports pool and the outdoor pool are accessible from the age of 18 and the fitness area is accessible from the age of 16. 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?

- herbal sauna
- Finnish sauna 90°C
- steam bath 45°C
- infrared sauna
- 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.