

WE LEAVE NO QUESTION UNANSWERED.



01) WHAT IS THE BEST WAY TO GET TO THE BASIC HOTEL INNSBRUCK?

Our address is Innrain 16, 6021 Innsbruck. Direct in town.

02) WHERE IS THE HOTEL CAR PARK AND CAN I RESERVE A PARKING SPACE?

The parking place is in the courtyard of the hotel, near Markthalle. The entrance is well signed. You can reserve a parking place direct with your room. Additionally 2 public indoor parking houses are at your disposal.

03) HOW MUCH DOES CAR PARKING COST?

Or guest rate is € 15.00 per day.

04) DOES THE HOTEL OFFER INTERNET ACCESS?

We offer free Internet access throughout the hotel - you'll get the password at the reception. In all rooms as well as in the lobby you can work and browse the Internet using WiFi. You can surf for free.

05) HAVE ALL ROOMS AT THE BASIC HOTEL BEEN RENOVATED?

We are working on gradually renovating all of the rooms at the Basic Hotel. Ceiling fan, flat screen televisions and free Internet are available in all rooms, which means that you never have to forego any of your usual home comforts.

06) HOW MUCH DOES THE BASIC HOTEL INNSBRUCK CHARGE FOR CHILDREN?

Children up to 1,99 years pay € 0.00 including breakfast in parent's bed. No rollaway beds available. Our multishare rooms up to 4 persons are perfect for family's.

07) ARE PETS ALLOWED?

No. We do not accept pets in the whole hotel.

08) HOW DO YOU GET TO THE HOTEL USING PUBLIC TRANSPORT?

The best way to get to and from the airport is using a taxi. The railway station can be reached quickly and easily with tram or bus, which stop right in front of the station. The next tram stop to the hotel is called 'Terminal Marktplatz', which is only about 20 paces away from the hotel.

09) DO WE OFFER A LAUNDRY AND IRONING SERVICES?

We work closely with an external laundry service, which is available for you from Monday to Saturday.

10) DOES THE HOTEL HAVE A SPA-WELLBEING FACILITY?

This is not available.

11) IS THERE A SMOKING AREA IN THE HOTEL?

The whole hotel is non-smoking.

12) CAN I BOOK A ROOM WHERE SMOKING IS PERMITTED?

All of our rooms are non-smoking - for your and for our sake.

13) IS IT POSSIBLE TO MAKE A RESERVATION WITHOUT A CREDIT CARD?

No, it is not possible. A credit guarantee means that we only use your credit card to guarantee your booking and we won't charge the full amount to your credit card as soon as you have completed your booking. Your bill is payable either when you check out or if you don't arrive or don't cancel in due time. Except non-refundable rates! Here is the payment on the day of booking. Exceptions are regular guests and companies with own contracts.

14) WHEN CAN I CHECK IN, AND WHEN DO I HAVE TO CHECK OUT?

Your room is available for you from 3.00 pm on the day of your arrival. As a rule, you should check out by 11.00 am but reservations permitting, on Sundays we turn a blind eye and extend the check-out time.

15) WHAT TIME IS BREAKFAST? IS BREAKFAST INCLUDED IN THE ROOM RATE?

Our buffet breakfast is available from 7am till 10.30am and will be served in the inhouse bakery HAHN Coffee & Breakfast. The Buffet breakfast is included in your room rate.

17) OFFERS THE HOTEL A RESTAURANT?

Due to the superb location in the centre of Innsbruck, you can reach more than 150 options for dining or lunch within a very short time.