

Q&A





HAUS HIMMELFAHRT

www.himmelfahrt.it

Short and sweet: the answers to the 16 most important questions from our guests

1. Prices: how much does an apartment cost and how much is the local tax?

For an occupancy of 2 adults (children up to 14 years stay free of charge in Haus Himmelfahrt) our apartments cost at least EUR 240 per night.

	One adult	2 adults	3 adults	4 adults
Price for 1 night starts at	190 EUR	240 EUR	290 EUR	340 EUR

This price includes all overnight stays for all persons as well as the use of the wellness area, library, communal kitchen, creative studio, private park, children's pavilion, relaxation terrace with hotpot, parking lot, work area, high-performance Internet, etc. Here you will find what Haus Himmelfahrt has to offer: <https://himmelfahrt.it/leistungen/>

The only additional cost on site is the local tax of the municipality of Ritten. This local tax is currently 2.5 EUR per person and night (children up to 14 are exempt from the local tax).

2. How can I book and how do I pay the deposit?

A swift deposit of **240 EUR** is required for a binding booking. We can only remove the apartment from the booking platforms and make a binding reservation for you once the deposit has been transferred to our account at the Raiffeisenkasse Ritten (IBAN: **IT81R0818758742000000720548**). The rest of the prize for your stay needs to be paid in its entirety at least 2 weeks before your arrival.

3. What about the check-in/check-out times?

Check-in is possible from 4 pm. Check-out time is at 11 am. Please let us know when you are arriving so that we can be there for you. You can reach us at +39 380 6848004. If you make use of a smart-check-in we can provide you your Rittencard already before your arrival (see question 5).

4. Arrival: how to get to Haus Himmelfahrt?

Bolzano has an airport. However, as we are particularly committed to sustainability, we are pleased that Haus Himmelfahrt is easily accessible by train and public transport. From Munich it is a 4-hour train journey to Bolzano, from Rome 5 hours. It is about 350 meters from Bolzano train station to the valley station of the cable car. The barrier-free cable car takes you to Oberbozen in 12 minutes. It is about 1.5 kilometres from Oberbozen to Haus Himmelfahrt. The "Rittnerbahndl" runs five times a day from Oberbozen to Maria Himmelfahrt (there is a lift for wheelchairs available). Otherwise, it is a 20-minute walk from Oberbozen to Maria-Himmerfahrt. If you do come by car, take the Rittner Straße (please note that one or the other GPS points to the forest road via Sankt Magdalena - this is a closed, non-public road and thus you should not follow that advice). Our address is: Maria Himmelfahrterweg 25, Maria Himmelfahrt near Oberbozen, Ritten, see also [here](#). Please let us know when you are arriving so that we can be there for you. You can reach us on the cell phone at +39 380 6848004.

5. What advantages does the "Rittencard" offer, which I receive on site?

When you pay the local tax, we will give you the popular Rittencard. This card is your personal ticket that provides you free use of all public transport (our hotel is very conscious of sustainability), and numerous other benefits.

6. Is breakfast or half/full board available at Haus Himmelfahrt?

No, Haus Himmelfahrt is aimed at self-catering guests. However, with the "Schluff" restaurant (300 meters away) and the "Pippo" mountain lodge (600 meters away) there are two restaurants in the immediate vicinity. It is also possible to have the breakfast delivered (cost: around 30 EUR). The village of Oberbozen is 1.5 kilometres away and has two supermarkets, a butcher's shop, several restaurants, two pizzerias and cafés as well as a Para pharmacy. Moreover, you can also consider using the delivery services of [Biokisterl](#).

7. Do we need to bring essentials such as sheets, bedding, towels, sauna towels, bathrobes, toilet paper, soap, vinegar&oil, salt&pepper?

No, our apartments are fully equipped. We want our guests' stay to be as hassle-free as possible and for them to feel at home. In this respect, the beds are already made, there are plenty of towels, the kitchens are fully equipped and there is also toilet paper and other toiletries in the bathrooms. Sauna towels and bathrobes are available in the sauna. Haus Himmelfahrt is ready for you.

8. Are there cribs or a high chair in Haus Himmelfahrt?

If you need an extra bed, a child seat, a crib, a bottle warmer etc., please let us know before your arrival so that we can see what is available and prepare your apartment accordingly. Children's toys can be found in the children's pavilion in our large and securely fenced private garden and there are many children's books in the library.

9. Is it possible to park at Haus Himmelfahrt and is there an electric charging station?

Yes, each apartment has its own reserved parking space on our fenced private property. Use of the parking spaces is free of charge. Half of the parking spaces are wheelchair accessible. It is about 25 meters from the parking lot to the apartment entrance. Haus Himmelfahrt also has an electric charging station. Also small buses find sufficient space on our parking site.

10. Guests in need of care: does Haus Himmelfahrt have care beds, care equipment? Do you offer a nursing service?

Two of our four vacation apartments have a fully motorized care bed: Friedrich and Georg-Otto. We can equip these beds with bed gallows (raising aids) on request. A shower wheelchair is also available. We do not have a patient hoist - this can only be hired by our guests from local providers. Walking aids, crutches, canes, rollators, shower wheelchairs, sports equipment for people with disabilities (recumbent bikes, crutch skis) are available from the rehabilitation equipment hire company Handicar (tel: +39 0471 930932, Galileo Galilei Strasse 4 in Bolzano). Haus Himmelfahrt itself does not offer a nursing service, but we can recommend [Verena Gamper](#) or [Ruth Peer](#) who are experienced professionals.

11. Who feels particularly at home in Haus Himmelfahrt?

The tiny village of Maria-Himmelfahrt (3 farms and 2 dozen villas) is surrounded by nature in a sunny peripheral location 1.5 kilometres from Oberbozen at 1200 meters above sea level. Nature lovers, individualists, hikers, people who love peace and quiet will feel particularly at home here. We see that people who are looking for sustainable forms of vacation are particularly attracted by our offer (see question 14). And - due to our focus on accessibility - naturally also users of wheelchairs, walking frames and walking sticks (see question 12). Two of our apartments are equipped with fully automatic care beds, so that people

in need of care also feel particularly welcome at Haus Himmelfahrt. As the house is located in an enclosed area, it is also suitable for renting by small groups (see question number 14).

12. Accessibility: can you send us the exact dimensions of doors, bed heights etc. or describe to us how exactly the grab rails are installed in the bathrooms and whether the kitchens are wheelchair accessible?

Please note that Haus Himmelfahrt has been awarded the highest possible number of points for accessibility. The exact dimensions of our apartments are listed on the "South Tyrol for All" website: https://www.altoadigepertutti.it/+de/poi/haus_himmelfahrt. The floor plans of our four apartments can be found here:

<https://himmelfahrt.it/wp-content/uploads/2023/04/Plaene-von-Wohnungen-fuer-website.pdf> If you would like to know more about our 36 accessibility measures, they are described here: https://himmelfahrt.it/wp-content/uploads/2023/06/EN_36-measures-for-accessibility_13.5.23.pdf

You will probably get the most accurate impression if you take a little time and take a virtual tour of the apartments and all the rooms here: <https://cms4vr.independent.it/hotels/haus-himmelfahrt/>

13. How sustainable is my vacation at Haus Himmelfahrt?

With our "[360-degree approach to SDG orientation](#)", we strive to enable our guests to enjoy the most sustainable vacation possible. This ranges from the use of exclusively renewable forms of energy (green electricity, pellet heating), building materials (wood) and interior design (exclusively upcycled furniture) to details such as the locally produced organic mattresses and organic bed linen, the electric smog barriers or the kettles/toasters/coffee machines made from waste oil and the towels made from soft beech wood and rain-watered organic cotton.

14. Is Haus Himmelfahrt suitable for group trips, workshops or "workation"?

Haus Himmelfahrt is ideal for small groups of up to 16 people. The house can be rented as a whole by groups of this size. In this case, guests have exclusive use of the wellness zone, the private park, the relaxation terrace, the painting studio, etc. The seminar room not only allows for cozy group evenings with an open fireplace, but also efficient workshops with professional equipment such as a projector, large screen, room seating, flip charts etc. The house is also ideal for large families, as the seminar room has a communal kitchen. The large table seats up to 16 people. The entire house has excellent WLAN reception. Maria Himmelfahrt is an ideal place to combine work and vacation due to its absolutely peaceful location in combination with its proximity to the provincial capital (12 minutes away by cable car). Write to us at info@himmelfahrt.it and we will make you an offer.

15. Pets: can our dog come with us?

We are animal lovers. In the days of our mother [Assunta](#), horses, dogs, llamas, goats, a pig, a monkey, cats and countless chickens, peacocks and pigeons lived in Haus Himmelfahrt. Pet owners are finding it increasingly difficult to find accommodation and where this is possible, dog and cat owners pay heavily for each overnight stay of their animals. We want to take a different approach and not charge anything. We want to trust that our guests' pets are well behaved, don't sleep in the beds and don't scratch the furniture etc. However, we reserve the right to charge an additional cleaning fee in the event of excessive hair residue and other "unwelcome leftovers" that require extra cleaning efforts. We provide a small shovel and bucket for the removal of dog excrement in the private park.

16. What are the cancellation rules at Haus Himmelfahrt?

If you book via an intermediary (e.g. Runa Reisen) or a platform, only the cancellation rules of these partners apply. If you book directly through us (i.e. not through an agent or a platform), the following cancellation rules apply:

- a. Cancellation earlier than 30 days before the start of the vacation: deposit will be refunded.
- b. Cancellation 29-7 days before the start of the vacation: deposit forfeited - no refund.

c. Cancellation later than 7 days before the start of the vacation (or a no-show without cancellation): the total price must be paid. We therefore recommend that you take out travel cancellation insurance.

Last but not least: where to get more information

The best thing to do is to browse through our website www.himmelfahrt.it and take a look at our 'Vademecum': <https://himmelfahrt.it/3d-flip-book/vademecum/>.

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Here we are on social media:

Facebook:<https://www.facebook.com/HausHimmelfahrt/>

Instagram:https://www.instagram.com/haus_himmelfahrt_suedtirol/

Linkedin:<https://www.linkedin.com/in/www-himmelfahrt-it-transforms-holiday-dreams-into-accessible-reality-3599522a2/>

Find out more about the neighbourhood at <https://www.suedtirol.info/en/en/regions/bolzano-bozen-and-environs>

Here you can see what the press and other guests have to say about us:
<https://himmelfahrt.it/ueber-uns/>

If you have any further questions, we look forward to hearing from you:

Haus Himmelfahrt

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