

— Hotel —
SHORTLIST
THE CURATED COLLECTION

EXCLUSIVE HOTEL REPORT

Savoy Dolomites Luxury & Spa Hotel



SELVA DI VAL GARDENA, ITALY

9.4

GUEST RATING
153 REVIEWS

Overview

CATEGORY ★★★★ (4-star)	LOCATION Selva di Val Gardena, Italy
BOOKING.COM RATING 9.4 / 10	GOOGLE RATING 4.6 / 5 — 153 reviews
BUILT / RENOVATED ~2016	HIGHEST FLOOR GUESTS REPORTED 4
NOISE MENTIONS 1%	COORDINATES 46.5497, 11.7642

Parking Comfortable — Multiple guests praise free parking as convenient and complimentary; no complaints about parking availability or difficulty.

Gym Basic — Small fitness room with all equipment disabled during review period; Guests suggest expansion for bad weather days

INDEPENDENT ASSESSMENT

Due-diligence report

HotelShortlist puts every hotel through independent due diligence: we analyse thousands of guest reviews, pest and noise reports, pricing and location before a hotel enters the curated collection. This assessment is based on 153 real guest reviews.

✓ No material risk signals
This hotel meets every one of our quality thresholds.

BOOKING.COM

9.4 / 10
Guest rating

GOOGLE

4.6 / 5
153 reviews

POSITIVE FEEDBACK

91%
139 positive of 153

NOISE LEVEL

1%
Share of reviews citing noise

BUILT / RENOVATED

~2016

91%

■ Positive 91% (139) ■ Neutral 4% (6) ■ Negative 5% (8)

What guests love — and what to watch for

The most frequently recurring themes drawn from guest reviews, with mention counts.

✓ WHAT GUESTS LOVE

91% POSITIVE

- ✓ Exceptional five-course or multi-course dinner menus featuring Michelin-level plating, diverse cuisines (meat, fish, vegetarian), creative preparations, and outstanding quality ingredients that guests consistently describe as unforgettable (31x)
- ✓ Spacious, modern, impeccably clean rooms with comfortable high-quality beds and generous bathrooms; many feature stunning Dolomite mountain views and fragrant pinewood (Zirbe) elements (28x)
- ✓ Outstanding and generous breakfast buffets with abundant fresh fruits, berries, pastries, breads, cheeses, and special offerings like eggs and pancakes that exceed expectations (27x)
- ✓ Exceptionally friendly, professional, and attentive staff throughout the hotel—from reception to restaurant to housekeeping—who treat guests like family and consistently go out of their way to help (26x)
- ✓ Impressive spa and wellness facilities featuring multiple saunas, steam rooms, cold water immersion pools, heated indoor/outdoor swimming areas, and professional massage therapists (24x)
- ✓ Perfect location directly adjacent to ski slopes with convenient ski-to-door access via elevators from the ski room, making winter vacations seamless for skiers (18x)
- ✓ Truly personalized hospitality and attention to detail—staff remember preferences, customize experiences, and resolve guest needs proactively with genuine care (17x)

✗ WATCH OUT FOR

5% NEGATIVE

- ✗ Excessive pricing relative to value—rooms are overpriced for the size and condition, hidden charges for bottled water and toiletries not included despite high rates, and steep markups on wine bottles at dinner (6x)
- ✗ Aggressive, rude, and pretentious behavior from the owner displayed toward guests—including public verbal outbursts, surveillance monitoring of guest movements via cameras, and dismissive responses to reasonable requests (5x)
- ✗ Poor customer service from reception and front-of-house staff who fail to greet guests, provide unwelcoming atmospheres, avoid offering standard pleasantries or assistance, and convey visible disinterest (4x)
- ✗ Some unrenovated rooms in the hotel feel outdated with older furnishings and outdated fixtures despite high nightly rates, creating inconsistency across the property (3x)
- ✗ Operational inconsistencies and lack of service attentiveness—room service and spa staff sometimes unavailable, pool temperatures not maintained consistently, fitness equipment disabled without notice (3x)
- ✗ Rooms located above or adjacent to kitchen areas experience significant noise disturbance from dishwashers running late into night, clattering cookware, and early morning breakfast prep starting before 6am (2x)
- ✗ Small and dungeon-like spa facilities with basement locations completely lacking natural daylight, creating a depressing atmosphere that diminishes the relaxation value despite otherwise good maintenance (2x)

✓ Excellent wine selection curated with depth and diversity, complemented by knowledgeable staff and special tastings offered to enhance the fine dining experience (12x)

✗ Questionable handling of guest cancellations and complaints—owner has allegedly harassed guests out of rooms during overbooking situations and charged for unused nights, suggesting potential fraudulent billing practices

1 other serious guest complaint

Non-pest issues guests flagged (cleanliness, maintenance, billing), sorted most recent first

After exactly 10 years, we returned to Wolkenstein in March to celebrate a personal milestone and booked Hotel Savoy again based on good memories. Unfortunately, we must correct our previous review by 180 degrees. It is sad to see how much a hotel can lose in quality and hospitality in a few years. We had originally booked five nights (in two different suites due to availability) but departed after the second night. At check-in, we found a contact lens and a tuft of hair in the bed, which was not a major issue. We discretely pointed this out to the owner's son and asked for fresh linens. Even regarding the fitness room (all devices were disabled) or our seating placement in a storage room for dinner, we remained tactful and made these observations only in the owner's absence. The service on the first evening was similarly problematic: When we asked about the open white wine (to have before switching to the red wine bottle), the waiter responsible for our table said very directly that he didn't know what it was and that we should just say whether we want the wine or not. To be safe, we ordered two glasses of Franciacorta but received Rosé Prosecco—they tried to charge us for Franciacorta until we corrected them. The red wine from the first evening, which we wanted to store at 14–16 °C as recommended by the owner, was placed on the table at room temperature the next evening, and staff explained it had simply "stood there overnight." But the main reason for our departure was the owner himself: After the second night, we had to change rooms per our booking. Since the ski room only has lockers with key cards assigned to room numbers, and the weather was bad the next day, we brought our dried ski boots to the room on the second day (where staff had originally stored them on the first day during check-in) to avoid blocking a stranger's locker the next day. The owner apparently observed us via camera and screamed at us loudly as we passed through the lobby in front of all guests—completely unpleasant and inappropriate, especially since we had no other option. We remained composed and hoped for an apology from the owner for his total outburst. Instead, he came to our table during dinner and continued his aggressive behavior without pause. We asked him multiple times to stop, but he kept interrupting us. Guests from Germany at the next table just shook their heads; English guests across from us asked us what was wrong with this man. Enjoying the meal was no longer possible. The next day, the owner's son observed us via camera (according to his own account) and brought us the new room key to the ski room. We felt very uncomfortable but explained the stressful situation from our perspective and mentioned that we could no longer enjoy the stay and wanted to leave. He showed understanding and explained this was "unfortunately his father's problem," but to "our luck" his father would be on vacation the next day, after which we would have nothing to fear. We reconsidered, but ultimately decided we definitely wanted to leave. Unfortunately, his attitude then changed drastically, and contrary to his statement, he charged us for an additional night we didn't use. It appears that harassing guests until they leave and subsequently billing them for unused nights is a profitable business model for Hotel Savoy during overbookings. We consider the owner unfit even in his function as tourism director. We align with other reviews and strongly advise against booking because of the aggressive owner. This is especially unfortunate for his friendly wife and the usually very accommodating restaurant staff.

ORIGINAL Nach genau 10 Jahren fuhren wir im vergangenen März erneut nach Wolkenstein, um einen persönlichen Meilenstein zu feiern und buchten aufgrund guter Erinnerungen wieder das Hotel Savoy. Leider müssen wir unsere damalige Rezension um 180 Grad korrigieren. Es ist traurig zu sehen, wie sehr ein Hotel in wenigen Jahren an Qualität und Gastfreundschaft verlieren kann. Wir hatten ursprünglich fünf Nächte (aufgrund der Verfügbarkeit in zwei verschiedenen Suiten) gebucht, reisten aber nach der zweiten Nacht ab. Beim Check-In fanden wir im Bett eine Augenlinse und einen Büschel Haare, was nicht weiter tragisch war. Wir wiesen den Sohn des Eigentümers deshalb sehr diskret darauf hin und baten um neue Bettwäsche. Auch beim Fitnessraum (alle Geräte waren deaktiviert) oder bei der Platzierung beim Abendessen im Abstellraum blieben wir mit unseren Hinweisen zurückhaltend und tätigten diese wiederum in Abwesenheit anderer Gäste. Der Service am ersten Abend war leider ähnlich: Als wir nach dem offenen Weisswein (zur Vorspeise vorab zur Rotwein-Flasche) fragten, meinte der für unsere Nebenkammer

zuständige Kellner sehr direkt, er wisse nicht, was es sei, wir sollen aber einfach sagen, ob wir den Wein wollen oder nicht. Zur Sicherheit bestellten wir deshalb zwei Gläser Franciacorta, erhielten aber Rosé-Prosecco - verrechnen wollte man dann bis zu unserem Hinweis den Fanciaccorta. Den Rotwein vom ersten Abend wollten wir dann - wie vom Eigentümer empfohlen - bei 14-16 °C lagern lassen. Am nächsten Abend stand er dann bei Zimmertemperatur auf dem Tisch und das Personal erklärte uns, er habe einfach „über Nacht da gestanden“. Der Hauptgrund für die Abreise war aber der Eigentümer selbst: Nach der zweiten Nacht mussten wir gemäss Buchung das Zimmer wechseln. Da es im Skiraum nur auf die Zimmerkarten geschlüsselte Schliessfächer gibt und am Folgetag schlechtes Wetter war, nahmen wir am zweiten Tag unsere getrockneten Skischuhe (wo sie bereits beim Check-In am ersten Tag auch durch das Personal deponiert wurden) aufs Zimmer, um am Nächsten Tag nicht ein fremdes Schliessfach zu blockieren. Dabei beobachtete uns der Inhaber offenbar über die Kamera und schrie uns, als wie die Lobby passierten, vor versammelter Gästeschar lautstark an - völlig unangenehm und unangebracht, insbesondere da wir keine andere Option hatten. Wir blieben zurückhaltend und hofften auf eine Entschuldigung des Eigentümers für seinen Totalaussetzer. Stattdessen kam er beim Abendessen an unseren Tisch und setzte sein aggressives Verhalten nahtlos fort. Wir baten ihn mehrfach, aufzuhören, aber er fiel uns ständig ins Wort. Gäste von Deutschland am Nachbartisch schüttelten nur den Kopf, die Gäste aus England vis-a-vis fragten uns, was mit diesem Mann los sei. An das Geniessen des Essens war nicht mehr zu denken. Am nächsten Tag beobachtete uns der Sohn des Eigentümers nach eigener Aussage ebenfalls über die Kamera und brachte uns deshalb den neuen Zimmerschlüssel zum Skiraum. Es war uns sehr unangenehm aber wir schilderten ihm die belastende Situation aus unserer Perspektive und erwähnten, dass wir den Aufenthalt nicht mehr geniessen können und abreisen möchten. Er zeigte Verständnis und erklärte, dies sei „leider das Problem seines Vaters“, der aber "zu unserem Glück" am Folgetag in den Urlaub fahre, wonach wir nichts mehr zu befürchten hätten. Wir überlegten es uns deshalb nochmals in Ruhe, doch kamen zum Schluss, dass wir definitiv abreisen wollten. Leider änderte sich dann auch seine Haltung drastisch und entgegen seiner Aussage verrechnete er uns sogar noch eine zusätzliche Nacht. Das Herausheben von Gästen mit anschließender Verrechnung von nichtbezogenen Nächten scheint somit bei Überbuchungen ein rentables Geschäftsmodell des Hotels Savoy zu sein. Wir halten den Eigentümer auch in seiner Funktion als Tourismusdirektor für untragbar. Wir schliessen uns anderen Rezensionen an und raten wegen des aggressiven Eigentümers dringend von einer Buchung ab. Das tut uns besonders leid für die freundliche Ehefrau sowie das meist sehr zuvorkommende Restaurantpersonal.

Google review · 1/5 · Jun 25, 2025 · yk

DETAIL FROM GUESTS

What guests report

View	Mountain views exceptional from most rooms; best views from upper floors and suites with balconies; some ground-floor rooms have obstructed views
Bed & mattress	High-quality, exceptionally comfortable beds consistently praised across reviews
Bathroom & water	Spacious bathrooms with good facilities; water pressure and hot water reliable; some reviews note limited daily toiletries provided
Breakfast	Excellent quality and generous abundance with fresh fruits, pastries, meats, cheeses; highly praised as a highlight
AC / heating	Rooms can become uncomfortably warm in summer; guests reported needing to sleep with balcony doors open
Elevator	Available

Room intel

Quiet rooms & wings

- Rooms away from the kitchen and first floor level recommended for quiet

Noisier rooms to avoid

- First-floor rooms above or adjacent to kitchen (dishwasher noise, breakfast prep clattering from 5-6am)

- Basement level near garage/storage areas experience garbage room noise

Extra charges guests were surprised by

- Bottled water charged separately despite high room rates
- Minibar water charged even in premium price brackets
- Shampoo, body balm, and daily toiletries not included by default
- Wine bottles at dinner carry steep markups
- Potentially additional night charges for early departures during overbooking

LOCAL KNOWLEDGE

Insider tips

- Book the Bio Vital Suite or suites with balcony views for stunning mountain vistas, especially at sunset (golden hour around 8-9pm in summer)
- Join the free guided hiking tours led by Ivan, Georg, or other staff guides to explore the mountains with a knowledgeable local who customizes the route
- Request a room away from the kitchen (first floor level) to avoid early morning breakfast prep noise and late-night dishwasher sounds
- Always request complimentary water bottles and toiletries (shampoo, body balm) to be refreshed daily; hotel doesn't provide these by default
- Check outdoor pool temperature each morning before using—it varies significantly day-to-day and may be unusable in winter without advance notice
- Arrive with skis already waxed; the ski room uses individualized lockers accessed by room card, making it inconvenient to move between rooms mid-trip
- Dine early (before 8pm) if you prefer a quieter atmosphere; the hotel runs a small casual ground-floor bar that gets louder later in evening
- Request direct ski lift access via the Ciampinoini funicular from the rear entrance when booking; check that your suite has an in-room sauna if you prioritize spa privacy

GUEST VOICES

In guests' words

Selected reviews, quoted verbatim in the original language.

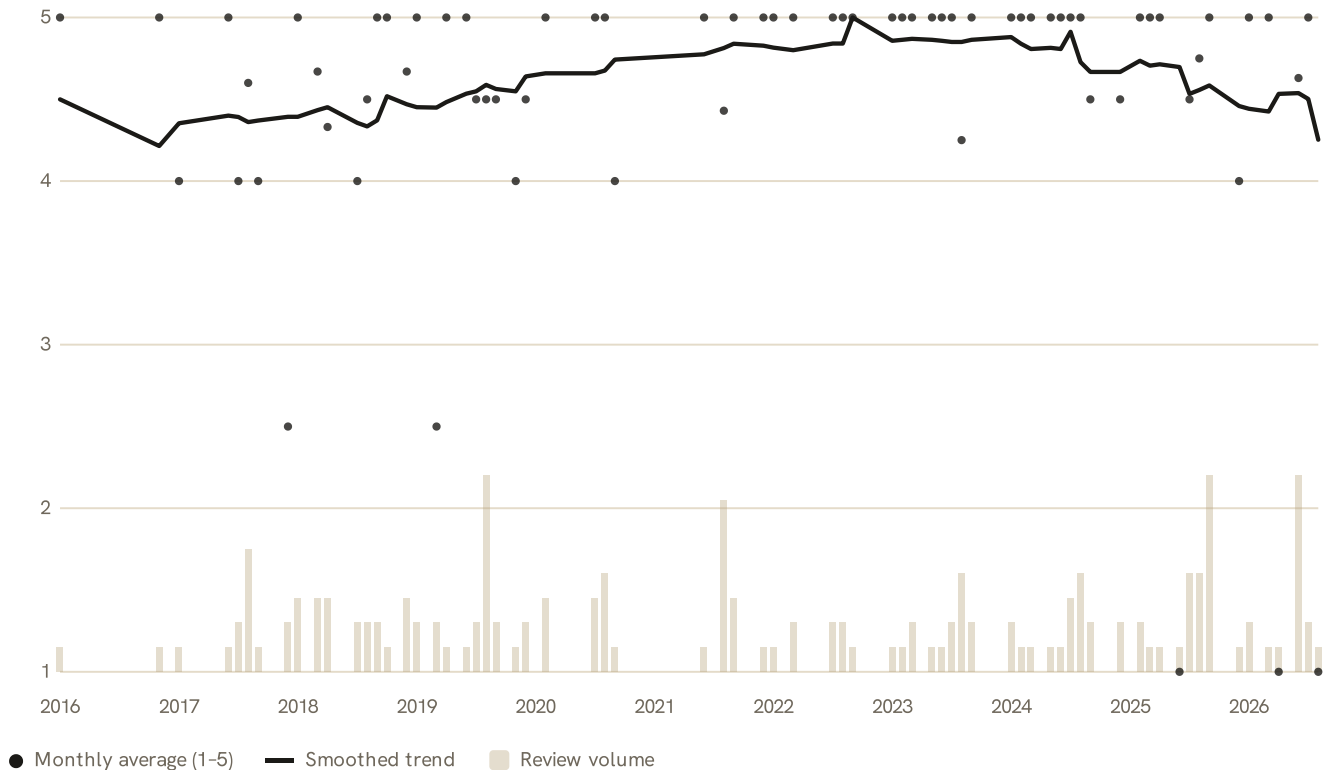
★★★★★

Sean Baek · Jul 2025

„7월초 방문하였습니다. 숙소는 연식이 있어보였지만 뷰가 참 좋았습니다. 운이 좋으면 노을질 때 황금산맥을 볼 수 있는데 이게 거의 저녁 8—9시 였습니다. 마트가 생각보다 멀어서 도보 왕복 20분 넘게 걸린거같은데 트래킹을 하고 걷자니 쉽지 않았고 길도 잘찾아가야 합니다(의외로 큰 마트였습니다) 식당 중 천장에 창문이 있는 특이한 구조의 공간도 있었는데 개인적으로 밝은 곳에서 산뜻하게 내리는 빛을 받으며 저녁을 먹는 경험은 또 색달랐습니다. 3침실로 구성된 패밀리룸을 이용했는데 방마다 방향이 다르고 제 방에서는 황금산맥도 보이는 구조로 너무 좋았지만 한층 올라왔음에도 언덕구조라 바로 앞에...”

Reviews over time

Monthly average guest rating (1-5). The line is the smoothed trend, dots are the monthly average, faint bars show review volume.



★★★★☆

Laura Sgarbossa · Dec 2018

„L'hotel Savoy si trova appena fuori dal centro di Selva, che rimane comunque raggiungibile in macchina in meno di 5 minuti, ma molto vicino agli impianti di risalita: Dantercepies e Ciampinoi sono davvero vicini, in particolare la funivia del Ciampinoi si trova poco più a valle e vi si arriva dalla pista accessibile dal retro...”

★★★★☆

S D · Jun 2026

„Wir haben ein Wochenende in diesem Hotel in Wolkenstein verbracht. Bei einem Preis von 280 € pro Nacht hatten wir insgesamt etwas höhere Erwartungen. Das Zimmer war sauber und grundsätzlich in Ordnung, wirkte jedoch etwas altbacken und könnte eine Modernisierung vertragen. Etwas überraschend fanden wir, dass selbst das Wasser aus der...”

★★★☆☆

Kristina H. · Aug 2021

„Also ehrlich gesagt kann ich die vielen sehr guten Bewertungen, die mich auch dazu bewegt haben zu buchen, nicht nachvollziehen. Aus meiner Sicht ist das Hotel vollkommen überteuert. Wir haben zu zweit für 4 Nächte 1.500 Euro bezahlt (im August nur mit Frühstück). Das Zimmer war eines der unrenovierten im ersten Stock. Es liegt direkt...”

★★★★★

Simon Wagner · Jun 2021

„Super Hotel, exzellentes Essen sterneverdächtig, sehr große Weinauswahl. Direkt an der Piste, Schwimmbad, Sauna und sehr nette Mitarbeiter. Auch im Sommer sehr schön und guter Ausgangspunkt für schöne Wanderungen. Bin schon zum 3. Mal hier.”

Where it is



Selva di Val Gardena, Italy

Coordinates: 46.5497, 11.7642

Hotel

SHORTLIST

THE CURATED COLLECTION

This report was compiled by HotelShortlist for its members. The curated collection contains only hotels that meet our quality and guest-satisfaction standards.

Desert Lakes Group OÜ · hotelshortlist.com