

Service A-Z in English

A	
Activity	At the reception you will find information and flyers for current events and activities in the area
Adapter	And battery chargers are available at the reception
Allergy	Hypo-allergenic bedding and meals upon request
B	
Baby Cot	Will be provided at the reception for €10,00 per night
Bathrobe	Available at the reception for a deposit of € 10,00
Bathroom Stool	Upon request
Bike rental	Upon request
Blanket	Additional blankets will be handed out by reception staff upon request
Bottle Opener	In your room or available at the reception
Breakfast	In our panoramic breakfast-room on the 4 th floor of the Dépendance from 7 am to 10 am, on Sundays or holidays from 8 am to 11 am
C	
Check In	From 4 pm, if you would like to arrive earlier, please ask at the reception
Check Out	Up until 11 am
Credit-Card	We accept American Express, Eurocard, Maestro and Visa-Card
D	
Doctor	Information at the reception tel. 100
Dogs	Are welcome to stay with you in your room for an additional € 7,50 per night
Drinks	The mineral water in the room is gratuitous, other drinks are offered at the reception 24 hours a day
E	
Electric Current	220 V
Elevator	Located in both buildings and accessible from every floor. Please do not use in case of fire
Emergency Exit	In every floor, please inform yourself at arrival
Evaluation sheet	Your opinion is very important to us. Please fill in the questionnaire. Thank you in advance
Excursion	Information at the reception tel. 100
Extra bed	€ 27,00 per night, please notify prior to arrival
Express checkout	If you give us your authorization for debit after checkout, give us your credit card details during your stay in our hotel
F	
Fire Extinguishers	Located on every floor, please make yourself familiar with the layout
Festiveness	We will arrange any event, including menu and/or buffet; please inquire at the reception.
G	
Garage	Limited availability, € 8,00 per day
H	
Hairdryer	Available in every bathroom



I	
International Socket adapter	At the reception you can get an international socket adapter on request
Internet	You can use our free Wi-Fi everywhere in the hotel. Reception staff will give you the password
Ironing Service	Return within an hour, only during the laundry opening hours
L	
Luggage	If you require assistance with luggage, please ask at the reception. Luggage can be stored at the reception
Laundry Service	You will find information inside the wardrobe in your room
Linen Change	Daily linen change upon request, please ask at the reception
Lost and Found	We keep all Lost&Found items at the reception, please ask our staff
M	
Meals	Meals can also be served at the hotel room for a small service fee during the restaurant opening hours
Meetings	Possible for up to 100 people, information at the reception
Messages	Please find them at the reception
N	
Newspapers	available at the reception or at the restaurant
No Smoking	Smoking inside the rooms is not allowed, please note that any violation will cause a €50,00 cleaning fee
P	
Parking	On the private Hotel parking lot (5,00€ / night) or single use garages (8,00€ / night)
Pillow	For additional or special pillows, please ask at the reception
Post	Incoming mail you will find daily (except Sundays) after 2 pm at the reception. Letter paper, postcards and stamps are available at the reception
Phone Call	From your room to get a line dial 0 first before the phone number From your room to another room, dial only the room number
Pharmacy	Information at the reception tel. 100
Printing/copies	If you need to print, copy or scan something, please ask at the reception
Q	
Quality	We are a 4* hotel according to the German Hotel- and Restaurant Classification. We aim to keep the given standards to satisfy all your wishes
R	
Radio	Accessible at the television
Reception	telephone number 100, occupied 24 hours a day
Restaurant	In the main building Open from 11:30 am to 2:30 pm and 6 pm to 10 pm Dinner until 9:30 pm and vespers(snacks) until 10 pm Table reservation at the reception tel. 100 Smoking and non-smoking areas at the restaurant
Room service	It is possible to have food delivered directly to your room during restaurant opening hours for a small service fee. Drinks can be ordered 24 hours a day



S

Safe	At the reception for your money and valuables, liability not incurred
Sauna	Open daily from 6 am to 10 pm, please inform us 20 minutes before you plan to use it
Sewing Service	Possible on request, only during the laundry opening hours, please ask at the reception
Shoeblick	Dépendance 1 st and 3 rd floor, main building 2 nd floor
Slippers	Terry slippers available at the reception for a little fee
Swimming Pool	Indoor in the Dépendance, open from 6 am to 10 pm, Tuesdays from 9 am, please note the reference in the room

T

Taxi	Will be ordered for you at the reception or by your room phone 0-4502 (Taxi Bau) or 0-603260 (Baden Blitz)
TV	You will find a list of available TV channels near your television. Please do not change the channels.
Toiletries	Dental and shaving packages, combs etc. available at the reception for a small fee

U

Umbrellas	Are available at the reception for a deposit of 10,00 €
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W

Wake-Up Call	Can be ordered at the reception tel. 100
Wellness Area	Can be used daily from 8 am to 10 pm (Tuesday from 9 am) Please announce half an hour before using at the reception tel. 100