

Hotel Directory

Allergy

Please let the Front Desk know if you need allergy friendly bedding or have any dietary restrictions/food allergies

Adapter

Available upon request at the Front Desk.

Bathrobe

Available upon request at the Front Desk.

Beverages

The water in the room is free of charge for you to enjoy. Outside of our service hours we offer you a beverage fridge in the Front Desk area and kindly ask you to settle the following day.

Blanket

A wool blanket can be found in the closet. Should you require an additional blanket kindly ask the Front Desk. This will be provided at no charge.

Breakfast

We serve you breakfast from 7am - 10am in our breakfast area located next to the Front Desk. Should you require an earlier time please let us know and we will gladly accommodate your request.

Check In

From 2pm

Check Out

11am

Credit Cards

We accept ATM cards, American Express, Visa and Mastercard.

Departure

We kindly ask you to depart the room by 11am and return the room key to the Front Desk.

Dining

We offer you a hot and delicious lunch from 11:30 am - 2pm and dinner from 5pm - 8:30pm

In-between those hours we have a smaller menu and a large variety of homemade cakes.

The Restaurant closes at 11pm. The Restaurant is closed on Monday and Tuesday, please ask us for recommendations in the area.

Doctor

The closest general Physician is Dr. med. Reinhard Niebler in Kunreuth, which is 5km away T +49 9199 237. Please do not hesitate to contact us if you are not feeling well. If it is a life threatening emergency please call 110.

Elevator

For your own safety, please do not use the elevator in case of a fire.

Emergency Exit

Please see the Evacuation Route in your room and make yourself comfortable with it. Do not use the elevator in case of a fire for your own safety.

Events

We would be honored to host your special event no matter how big or small and give you menu suggestions. Please ask us for more information.

Iron an Ironing Board

Available upon request at the Front Desk.

Front Desk

We are here for you from 7am - 11pm. Please let us know if you wish to depart before that.

Games

Board Games available upon request at the Front Desk.

Hair Dryer

A hair dryer can be found in the bathroom.

Laundry

We will do your laundry for you upon request for a charge.

Library

We offer you books and reading material on the 1st Floor.

Linen and Towel Change

Towels that are placed on the bathroom floor will be changed daily.
Linen can be changed daily upon request. Please help us to act sustainable.

Luggage

Luggage service is available upon request. You are more than welcome to store your bags in our luggage room should your room not be ready at arrival. Also if you would like to stay a little longer we are happy to keep your bags until you are ready to depart.

Mail

We will be collecting your incoming mail at the Front Desk where we will hold it for you. We offer you writing material, stamps and postcards upon request. For your outgoing mail please use the mailbox located on the side of the house by the entrance.

Meetings

The hotel has 3 meeting rooms that can accommodate 5 - 28 people. We offer different meeting packages. Ask us for more information.

Magazines and Newspapers

Available upon request at the Front Desk.

Parking

Please use our parking garage or the parking spots down by the forest at no cost. We offer a few handicapped parking spots in front of the hotel. You are welcome to use those to unload or load up your vehicle.

Pharmacy

The closest Pharmacy is located in Kunreuth, which is only 5km away T +49 9199 6957514

Quality

Our Hotel is rated with ***Stars by the “Deutsche Hotel- und Gasthof-Klassifizierung”. If you are not satisfied in any way with our service or facilities please feel free to reach out to us.

Pillows

Please let us know if you require an additional pillow.

Recreational

Flyer and Brochures about Events and what to do around the area can be found in the Front Desk area.

Room Key

Your room key must be used to open the front door at the hotel after 11pm. Therefore we ask you to bring your room key if you have to leave after those hours. Please lock the door behind you or use the side door. Due to insurance reasons a lost key must be brought to our attention immediately.

Safe

We have a house safe for your valuables upon request at the Front Desk.

Sauna

Sauna is available upon request until 11pm.

Sewing Kit

Available upon request at the Front Desk.

Shoehorn

A Shoehorn can be found in your closet.

Shoe Polishing Machine

A shoe polishing machine is located on the 2nd floor. Should you require shoe cleaning products or a mat for your hiking shoes kindly ask us.

Smoking

We ask you not to smoke in the entire hotel. If you have to smoke please do so on your balcony or outside of the hotel. We will be charging a cleaning fee if the room smells like smoke after your departure. Please be courteous since we would not be able to accommodate a guest in that room for several days.

Smoke Detectors

A fire control and protection program was created for our hotel. In the case of a fire in your room please depart it immediately, close the door behind you and pull the blue fire alarm.

In the event of a fire alarm please remain calm and see the evacuation plan on your door. Please follow the green emergency lights to your left or right - we have a staircase on both sides of the hotel.

Survey

Your opinion means a lot to us. Please feel free to give us feedback either in person or on our website under the category 'Feedbackbogen'. Please be assured that we take your feedback very serious.

Shower Chair

Available upon request at the Front Desk.

Shuttle Service

We are happy to arrange for transportation for you with a Taxi/Cab Company.

Telephone

Our telephone number +49 9199/8090

A telephone can be found by the Front Desk.

Television

All available TV stations are programed, the order may vary. Please see the Station Directory on your TV.

Toiletries

Available upon request at the Front Desk.

Umbrellas

Available upon request at the Front Desk.

Valuables and Cash

Due to insurance purpose we kindly ask you not to leave valuables or cash openly in your room or car. The Hotel is not responsible for lost or stolen items. A safe is available for you at the Front Desk.

Wake-Up Call

A radio-alarm clock can be found in your drawer or simply request a wake-up call from the Front Desk.

Wi-Fi

Complimentary Wi-Fi - no access code required. On request we offer you equipment for internal and external communication.