

**If you have any questions or requests, please do not hesitate to contact us at any time.**

If you have any suggestions for improvements or complaints, please let us know immediately. This is the only way we can react directly and find a remedy.

Your suggestions and improvements are very important to us!

Below you will find some more information for your stay:

Non-smoker-hotel: Ashtrays are available outside on the balcony and on the terrace.

Breakfast is available from 08.00 to 09.30, in case of urgent business appointments also possible before 8 a.m. by arrangement, Alternatively, a lunch box can be ordered.

Half board from 18.00 to 20.00 hrs.  
Our overnight guests can book half board daily.

Coffee / cake and snack menu from 14.00 to 20.00 hrs.

Food intolerances such as lactose intolerance or gluten intolerance, etc., please contact us directly.

## **Telephone**

You can reach reception by dialling the number 50.

You can reach the office by dialling 0.

When you hear the dial tone, you can dial your desired number. For one unit we charge 0,20 €

Your telephone charges will be recorded on the final bill.

## **Doctors**

Our family doctors are

Dr. med. Alexander and Dr. med. Beate Scharmann in Sonthofen, Oberstdorfer Str. 8, 87527 Sonthofen, telephone: 08321/2333 as well as

Dr. med. Florian Porzig and Dr. Johannes Köberle, in Fischen, Am Anger 6, telephone-08326/36290

Further addresses can be found in the „Hörnerdörfer“ magazine or ask us!

## **Emergency numbers**

**Fire and  
emergency doctor 112**

(please always pre-dial 0 for the office)

**Police: 110**

(please always pre-dial 0 for the office)

**Our reception**

50 (do not pre-dial 0 for the office)

**Luggage service** on request / secure storage until collection

On arrival we will accompany you to your room.

**Room**

cleaning daily  
in the morning from 8.00 a.m. to 12.30 p.m.

If you do not wish to be disturbed, please hang the sign - "Do not disturb" on the outside of our door handle.

Towel change daily possible or only at your request (environment). Please show this by placing the used towels on the floor.

Additional pillows (40 x 80 cm, 40 x 40 cm or pillows) and blankets are available from our chambermaids.

Are you an allergic person? We have allergy beds with polyester filling, allergy-friendly bed linen and the mattresses are equipped with boilable, mite-proof hygiene protection covers.

We are happy to provide you with a shower stool, if needed.

Slippers and bathrobe can be provided on request.

<b>Adapters/ Chargers</b>	can be borrowed from the reception.
<b>Baby cots</b>	and other baby equipment is available at no extra cost.
<b>Beds</b>	double bed, 2x 90 cm * 200 cm Single bed 90 cm * 200 cm
<b>Letter writing</b>	You will find the correspondence folder at the end of the guest folder.
<b>Books</b>	Feel like reading? Bookcases are on each floor, where you can borrow books.
<b>Ironing</b>	Information is available at reception.
<b>Fax &amp; telephone on request</b>	Internet WLAN is available in every room. Please ask for the password at the reception. In addition, an Internet PC is available to our guests next to the reception.
<b>Hotel garden</b>	In the large garden you will find sun beds to relax on. You can borrow a bathrobe in the sauna area.
<b>Infrared cabin</b>	Infrared cabin with swiss pine wood in the house, please ask the reception for instruction.

<b>Massage</b>	in the wellness area, please make an appointment directly.
<b>Sewing kit</b>	Laundry bag, shoe shine utensils, Shoehorn, can be found in the basket in the wardrobe.
<b>Rollator</b>	We will gladly provide you with a rollator for your stay.
<b>Safe</b>	You can get the key at the reception for a € 30 deposit. Alternatively, you can leave your valuables in a central safe.
<b>Sauna</b>	swiss pine wood sauna in the house, please inform reception 30 minutes before you want to use the sauna.  Bathrobes and towels are available free of charge
<b>Shoes</b>	shine machine and shoe care basket in the ski room (to the right of the entrance) entrance) Shoe shine utensils are also available in the room.
<b>Sports</b>	Fitness room in the wellness area
<b>Sports equipment</b>	
<b>Hire / Rental</b>	Bicycles and sledges are available free of charge. Also backpack, Nordic walking sticks, umbrella and child carrier available on request. Please ask at reception.

**Daily newspaper &**

**Magazines** are available at the reception or in the lounge.

**Hiking** We are happy to advise you.

**Laundry** On request, we will take your laundry to the laundry - return by arrangement.

**Alarm service** The stereo system in your room has an alarm function. If you wish, we can wake you up also by telephone.

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**Toothbrush** Have you forgotten your toothbrush or comb? We have a range of hygiene articles ready for you.

**Our tip:**

The first water bottle in your room is free of charge as a welcome gift for you!

For a price of 1,50 Euro you can buy more water bottles for your room. (with and without carbonic acid)

## **Information on billing and departure**

### **Billing**

preferably on the evening before your departure or during breakfast time

Payments preferably in cash, with EC-card with PIN or alternatively by credit card

### **Departure**

Your room is available at your disposal. on departure day until 10.00 a.m.

Please remember to return the room key and the guest card

Thank you and all the best for your journey home!

We would be very happy about an entry in the guestbook on our homepage, our Facebook page or on Holidaycheck, or you fill out the evaluation form at the end of the guest folder.