



Guide to services

We are delighted to welcome you to

Hotel Restaurant Alemannenhof

We would like to take this opportunity to wish you a pleasant, relaxing and energising stay with us. To make you feel at home in our hotel and restaurant, we have put together some information for you, which we trust you will find useful.

Do you have any questions or special requests?
Please do not hesitate to contact us. We will be happy to assist you in any way possible.

We hope you enjoy your stay
Your Alemannenhof team

ALEMANNENHOF

HOTEL & RESTAURANT



Allergy sufferers

Please contact the front desk if you have any special requirements with respect to bed linen or your diet.

Bathrobe

Fluffy bathrobes are available at a charge of EUR 5.00. Please let us know if you would like it delivered to your room.

Beverage service

From 7 am to 11 pm you can use our room service. For a floor charge of € 2,50 per order, this is available to you.

Blankets

A wool blanket is available in the closet in your room. Additional blankets are available free of charge at the front desk.

Bicycle hire

Thinking about a cycling trip? Men's or ladies' bikes are available for hire for EUR 10 per day and bike. Use of bicycles is expressly at your own risk. Please contact the front desk one day in advance.

Café Terrace

Weather permitting, our terrace is open from 11:00 to 22:00. During our restaurant opening hours → Restaurant - you can choose delicious dishes from our menu.

Check-in

From 14:00

Check-out

By 11:00

Communication

Faxing or scanning required? Please ask at reception for the shipping options.

Departure

On the day of departure, please vacate your room by 11:00 and leave the room key card at the front desk. Thank you.

Dry cleaning

Please place your laundry in the laundry bag, which you will find in your closet and drop it off at the front desk. Please complete the enclosed laundry list carefully and hand it over together with your laundry. Please refer to the laundry list for the prices of individual services.

Your laundry will be delivered on the agreed date. The hotel does not accept any responsibility for shrinkage or the items' fastness of colour.

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Pharmacies

At the front desk there is a list of 24 hour pharmacies. Information about the nearest pharmacies is also available at the front desk.

Medical practitioners

An up-to-date list of doctors and emergency services is available at the front desk. If you do not feel well, please contact the front desk immediately.

Lift

There is a lift in the hotel. For safety reasons, please do not use the lift in the event of fire.

Ironing board and iron

Please contact the front desk

Televisions

The hotel uses a state-of-the-art DVB-T system and its rooms are equipped with new television sets. Our system has been set up to receive 23 channels. Some TV programs may have been tuned to a different channel than you are used to at home. Please do not change the TV settings. The channel line-up is as follows:

1 – ARD	13 – Arte
2 – ZDF	14 – Phoenix
3 – Sat 1	15 – 3 SAT
4 – RTL	16 – Euronews
5 – VOX	17 – N24
6 – NTV	18 – Tele 5
7 – Pro 7	19 – NDR
8 – RTL 2	20 – Kabel 1
9 – BR	21 – mdr
10 – HR	22 – Eurosport
11 – RBB	23 – Sport 1
12 – One 1	

Special occasions

If you are planning a special event, we would be happy to prepare menu and buffet suggestions for you. We can organise any type of event, whether big or small, and tailor it to meet your requirements. Our service manager and chef will be happy to assist you.

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Emergency escape routes

There is an emergency escape route plan in each room. Please take a closer look at the escape routes, and never use the lift in an emergency.

Questionnaire - Your opinion is important to us

Are you happy with our service, is there something we could do better? Please use the enclosed questionnaire to share your views with us. You can either drop the completed questionnaire off in the mailbox in the foyer or at the front desk. Your comments and suggestions are very important to us. Thank you.

Leisure

In our foyer, you will find various flyers and brochures with information about Schallstadt and Freiburg, including sporting activities and event tips. → Men's or ladies' bikes are available for hire in-house.

Breakfast

We offer a sumptuous breakfast in our breakfast room next to the front desk from 07:00 to 10:00, Sundays and public holidays from 08:00 to 10:30.

Car park

You can rent a parking space in a car park for EUR 10.00 /day. Please contact our front desk. Parking spaces at the hotel are available → free of charge.

Money and valuables

For insurance-related reasons, please do not leave any valuables, jewellery or cash in plain sight in your room or vehicle. We do not accept any responsibility for lost valuables in your room. Please use → the safe in your room or the safe at the front desk to store your valuables.

Luggage service

We would be happy to take your luggage to your room or back to your car. We charge EUR 2.50 per luggage service. Please contact our front desk. You are also welcome to store your luggage with us after you have checked out.

Slippers

Terry towelling slippers are available at a charge of EUR 3.00. Please contact the front desk.

Toiletries

You will find toiletries in your room's bathroom. We have complimentary toothbrushes, toothpaste and combs available for our hotel guests at the front desk.

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Internet - Wi-Fi

We offer free Wi-Fi. Please ask the front desk for the password.

Pillows

Do you need extra pillows? Please let us know!

Choice of pillows

We offer a range of different pillows. If you are interested, please contact the front desk.

Credit cards

In addition to debit cards, we accept payment by VISA, EUROCARD and MASTERCARD.

Sewing kit

You will find a sewing kit in your room.

Parking spaces

Parking spaces at the hotel are available free of charge. Please contact the front desk to book a garage parking space for EUR 10.00 /day.

Post

You can pick up your incoming mail at around 11:00 from the pigeon hole belonging to your room at the front desk. Stationery and postcards are available at the front desk. You can drop your outgoing mail off at the front desk.

Sewing service

Button lost? No problem. We will do this repair immediately. Larger repairs are given to us by experts.

Quality

We have been classified by the German Hotel Association as a 3 star hotel, S - Superior - and we constantly strive to meet the specified standards and fulfil the wishes of our guests. If you are not completely satisfied with a service, please notify the front desk.

Smoking

Smoking is not permitted anywhere in the entire building complex. You can smoke on the terrace and in front of the hotel. Ashtrays are available there.

Smoke detectors

Our hotel rooms and corridors are fitted with smoke detectors. If a smoke ALARM is triggered, please notify us immediately.

Umbrellas

Guests can borrow umbrellas from the front desk for free.

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Restaurant

Our restaurant, which serves local Baden specialities is open Monday to Saturday from 17:30 to 22:00 - Sundays and public holidays from 12:00 to 14:00 and 17:30 to 22:00. You can reserve a table in the restaurant. Please contact the front desk to make a telephone reservation. In person or by telephone.

Front desk

Our front desk is manned from 07:00 to 23:00. If you wish to leave before 07:00 in the morning, please settle your bill the day before.

Room service

You can order your breakfast from 8:00 to 10:00 in your room. We charge a room service surcharge of EUR 2.50.

Safe

The room safe and operating instructions are available in the closet. You can also store your valuables in the hotel safe at the front desk.

Shoe-brushing machine

Please use the automatic shoe-brushing machine in the entrance area. Please contact us if you require special shoe polish or storage for your hiking boots.

Shoe cleaning kit

A shoe cleaning kit is available in your room.

Sports

For further details, please refer to →Leisure and → Bicycle hire

Meetings/conferences

We would be happy to provide you with detailed advice on the organisation of a conference or seminar. Please contact the hotel management for more information.

Taxis

Our front desk will be happy to book a taxi for you.

Telephone

Our telephone number is 07664 - 50 60

Our hotel uses a modern telephone system. For security reasons, it is not possible to dial your hotel room directly.

We will receive your call at the front desk and connect it to your room. If you let your caller know your room number, we can put your call through at any time.

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TV set

For details, please refer to → Television

Terrace

Weather permitting, our terrace is open from 11:00 to 22:00. During our restaurant opening hours → Restaurant - you can choose delicious dishes from our menu.

Events

In our foyer, you will find various flyers and brochures with information about Schallstadt and Freiburg, local sporting activities and event tips. For more tips, please contact the front desk.

Conferences

We would be happy to organise seminars, meetings or conferences for you. Please contact the front desk to receive more information.

Wine cellar

Our in-house wine cellar is open daily during restaurant hours → Restaurant. Here you can enjoy a nice glass of locally produced wine.

Wake-up service

Our front desk can call you to wake you up at a specific time. Please contact our front desk to arrange a wake-up call.

Washing and ironing service

Please place your laundry in the laundry bag, which you will find in your closet and drop it off at the front desk. Please complete the enclosed laundry list carefully and hand it over together with your laundry. Please refer to the laundry list for the prices of individual services.

Please contact us for delivery times. The hotel does not accept any responsibility for shrinkage or the items' fastness of colour.

Linen change

Do you want fresh towels every day? Please leave the towels on the bathroom floor.

Do you want fresh bed linen every day? Please do not hesitate to contact us.

Newspapers and periodicals

A selection of popular daily newspapers is available in the foyer for you free of charge.

Extra blankets

If you require an extra blanket, please check your closet.

Extra pillows

If you require an extra pillow, please check your closet or contact the front desk.

Room key cards

Please take it with you if you want to leave or return to the hotel after 23:00.