

Information A - Z

- Arrival:** Check-in is guaranteed by 3.00 p.m.
- Babysitter:** We can organise a babysitter for your child(ren). If a baby phone is preferred you have the possibility to set the speakerphone function of your telephone inside your room. Please ask our staff at the reception for more information.
- Bank:** There are several bank offices in town. Please ask our staff at the reception for a map.
- Banquet department:** The staff of our banquet department supports you to organise and carry out your private party, your business meeting or convention in our lake-restaurant or in one of our meeting rooms. Just contact us for more details.
- Bar:** Our bar is on the basement. You will find it next to our lake-restaurant. The opening times for the bar are from 7.00 a.m. to 1.30 a.m.
- Bathrobe:** Please contact our staff at the reception.
- Berth:** If you need a berth for your boat, please ask at the reception to get more information.
- Bike rental:** We have several city bikes to rent (on extra charge). A special vehicle is our so called "Spaßmobil." You can use it for free and is for up to 4 people.
- Blanket (additional):** You will find one woollen blanket in your closet in your room.
- Breakfast:** The buffet breakfast is served in the lake-restaurant.
Monday to Saturday: from 7.00 a.m. to 10.00 a.m.
Sunday and on holidays: from 7.00 a.m. to 10.30 a.m.
- Care products:** You can get toothbrush, toothpaste, shaver, hairbrush etc. at the reception (extra charge).
- City map:** Is available at the reception.
- Credit Card:** We accept Electronic-Cash/ Maestro-Card, American Express, VISA, Diners Club and MasterCard.
- Departure:** Check out time is until 11.00 a.m. If you need to store your baggage we have a lockable luggage room next to the reception.
- Dogs:** Dogs are allowed in our hotel (extra charge – without food). You will find nice paths next to the hotel to go for a walk.
- Drugstore:** Several drugstores are located in the city centre of Prien. Ask our staff at the reception for explaining the way.

<u>E</u>mergency:	Please contact reception in case of emergency.
Extinguisher:	You will find them on every floor. Please check the floor map inside your room.
<u>F</u>itness:	You will find it on the basement if you are using the southern staircase. The opening times are from 7.00 a.m. till 10.00 p.m. If you need a towel, please take one with you.
<u>G</u>olf:	We can arrange green fee discounts with several golf courses. Please contact our reception.
Guest relation:	If you need any information about activities, the surrounded area, timetables for the train or boats please do not hesitate to ask at our reception.
<u>I</u>nternet Access:	In the whole hotel WiFi-access is available. Please ask the reception to get the login code. If you do not have your own laptop with you, please use our internet corner in the opposite of the reception. It is available free of charge from 7.00 a.m. to 10.00 p.m.
Ironing Service:	Our housekeeping staff irons your clothes free of charge. Please leave the clothes you have to iron at the reception or inform our staff at front desk that they can send somebody to your room to pick it up.
<u>J</u>acuzzi:	The hotel offers an outdoor Jacuzzi (app. 38°C) if you are using the door to the area outside. It is open at the same time like the indoor pool.
<u>L</u>aundry Service:	Please leave the clothes you would like to have washed or pressed at the reception. Please use the laundry bag in your closet. We charge an extra fee for washing to your room bill. Please note, that we do not dry cleaning in our hotel, so it takes 2-3 days until these clothes return.
Lost & Found:	If you miss some of your belongings. Please ask at our reception if somebody handed in your stuff. Everything is collected at the reception.
Luggage Service:	Please inform our staff at the reception.
<u>N</u>ewspaper:	We sell daily German newspapers as well as German magazines at the reception. If you have a preference for a newspaper in another language, please inform us and we will try to organise one of those.
<u>O</u>ffice Service:	At the reception we will help you with fax and copy service (extra charge).
<u>P</u>arking:	We offer free parking directly at the hotel. Please note that we cannot reserve a parking space.

- Pillow:** You can get additional pillows on demand.
- Post:** Please leave letters or post cards you have to send at the reception. You can get stamps as well in our hotel. The post is picked up daily at 8:30 a.m. (Monday till Saturday).
- Recception:** To reach the reception, please dial "535". Reception is available 24 hours. From 11.00 p.m. to 6.00 a.m. a night auditor is at your disposal.
- Restaurant:** Our lake-restaurant is located on the basement floor. You will find it next to our bar. The opening times for the restaurant are from 7.00 a.m. to 12.00 p.m. Breakfast is served there and we offer cold and warm dishes from 11.00 a.m. to 11.00 p.m. Please note that you can choose from the big menu during lunch and dinner time. In the afternoon we offer a small menu.
- Room key:** Please use your room key to open the door to the pool and sauna area. If you are returning late to the hotel, you can also open the door with your room key (on the left hand of the main entrance) to enter the hotel.
- Room Service:** Room service is available from 7.00 a.m. to 11.00 p.m. (extra charge). You find the menu for room service inside the folder on the table. For ordering breakfast to your room we kindly ask you to fill out the form and leave it at the reception latest until 10.00 p.m. the day before.
- Safe deposit box:** We do have a safe deposit box in some rooms and in our suites. You get the key for the safe deposit box at the reception. There are safe deposit boxes available as well.
- Sailing:** We do have a boat available at your disposal. Our "Stella Bavariae" is the biggest boat on lake Chiemsee and accommodate 16 people including our skipper. Please contact our banquet department if you need further information.
- Sauna:** We do offer a finish and an infrared sauna. They are open from 07.00 a.m. to 10.00 p.m. You will find them next to the pool on the basement floor.
- Table reservation:** To order a table in or lake restaurant please dial "531" and you are connected to our lake restaurant.
- Telephone:** You have to dial "0" to get an outside line. If you would like to call from your room to another, you just dial the three room numbers. If the room number just has one or two digits please dial 50(+ one digit) or 5(+ two digits). If somebody would like to call you directly your room the person has to dial 0049-8051-696- and your room number with three digits.
- Sewing:** Sewing kits are available at our reception.

Shoe cleaning automat:	You will find it on the ground floor on the left hand next to the elevators.
Shuttle Service:	If you need a shuttle service, please do not hesitate to contact us. We arrange a transfer for you (extra charge). The price is depending on the distance and number of people.
Skittle alley:	Is located next to our restaurant "Stüberl". Please ask our restaurant staff if it is available. We charge EUR 10.00 per hour.
Smoking:	We would like to inform you that smoking is not allowed in all public facilities and we kindly ask you to smoke on the balcony.
Solarium:	It is located next to the pool and sauna area on the basement. Please put in a EUR 2.00 coin for using it 4 minutes.
Spa treatments:	Our staff at reception can arrange an appointment for a massage or a beauty treatment.
Squash:	You find it on the basement if you are using the southern staircase. The opening times are from 7.00 a.m. till 10.00 p.m. You can get rackets and a ball free of charge at the reception. For the light you have to put in EUR 2.00 for 12 minutes.
Swimming Pool:	Is situated on the basement next to the sauna area. The opening times are from 07.00 a.m. to 11.00 p.m. To open the door to the pool area, please use your room key. The pool has a temperature of 28°C. You find towels there as well.
<u>T</u> axi:	Our staff at the reception will call a taxi for you if needed. Please order it early enough if you need it e.g. in the early morning or in the late evening.
Ticket Service:	The staff at the reception is reserving tickets of different events on request.
Tobacco goods:	You will find our cigarette machine next to the reception. To draw cigarettes you need coins and if you do not own an Electronic-Cash/ Maestro-Card please ask our staff at the reception for the "Ziggi-Card". If you prefer cigars please contact our staff at the restaurant.
<u>U</u> mbrella:	You can rent an umbrella at the reception.
<u>W</u> ake-up call:	It is possible to enter the wake-up time to your telephone. Another possibility is to call the reception and asking for a wake-up call.
W-LAN:	Wireless-LAN is available for free in the hotel and in all rooms.