

For our english guests -
From A to Z, what you need to know

Attention: Due to COVID-19, some aspects may differ - please ask at reception

A

Arrival / departure:

- ▶ rooms are in general ready from **1500**, early arrival is ok – we'll do our best to check you in earlier
- ▶ Please have the room empty by **1030 AM latest** or ask at reception for later check out the day before. Sure you can store your luggage and pick it up later.

Allergic ?:

Please let us know if you need synthetic beddings, we can sure provide that for you.

Animals:

Animals (here: dogs and cats) are only allowed with upfront notice with reservation. No animals allowed in the breakfast room at any time. Damages caused by animals in the room during stay will be charged to the animal holder.

Adapters:

All sockets provide 230 V/50 Hz. Adapters and a choice of current chargers are available at the reception (deposit).

B

„Bitte nicht stören“ – do not disturb:

Like to have privacy, simply inform the breakfast lady or use the hanger at your door. Please not that Housekeeping is only possible in the morning.

Beddings:

Extra pillow needed, no problem, just check with reception.
If you like to have your bedclothes changed every day, just let us know (fees do apply).

Babybed:

Sure we provide you a baby bed, please let us know. Fees apply.

Babysitter:

If you need a Babysitter, we can arrange that. Just let us know approx. one day before.

Beverages:

You'll find a small selection of beverages and snacks with our vending machine in the basement.

Bed, bath and beyond:

Need a toothbrush, slippers, razor, shower cap, shoe cleaning gear etc., just let us know. Bathrobes as well, but against deposit.

Breakfast hours:

Monday to Friday: **07:00 – 09:30**

Saturday, Sunday &

National holidays **08:00 – 10:30**

C

Credit cards:

Cards are welcome – **only** MasterCard, VISA or American Express.

Copyservice:

If you need to photocopy something, no problem. Just come to the reception.

F

Faxservice:

Need a fax sent – no problem, depending on your destination, charges do apply.

Fridge:

We have a fridge for our guests in the basement. Help yourself.

I

Internet:

You'll find a pc in the breakfast room, help yourself – free of charge – please shut down properly after usage.

Wifi on your room – free of charge:

Net: *all the „devolo“*

Passcode: *oberammergau*

If you need help, just see us at the reception.

Iron / Iron board:

You'll find that in the basement, free of charge, simply bring it to your room and return it after usage.

You can also use our ironing service within one hour (fees do apply).

K

Kinderland (free of charge):

Opening hours: 11 AM to 6 PM

Where: in our catty-cornered apartment building

Please observe the Kinderland rules on the entrance door!

L

Laundry:

Sure we do your laundry. Please use the sack provided in your closet. In general we'll have it ready the next day. If dropped off till 9AM, we'll have it ready the same evening.

Local tax:

Oberammergau is a „recreation village“ that does take taxes from guests staying. This is calculated €2,00 / person / day – age 16 and higher. It is free of charge if you are disabled or businesswise in town. With the local tax registration you get discounts on our tourist sights.

Lost and found:

Please see reception or the breakfast lady if you are in need.

N

Night time:

Please keep volume of any kind down between **22 PM** and **6 AM**. The other guests will thank you.

P

Parking:

You can park directly at the hotel for free. If no space is available please see us and we'll provide you a parking permit to park on public ground across the hotel. Parking permits need to be returned on departure.

Payment:

Please have your bill paid the evening before departure if you are in a hurry on departure day. We accept cash, MasterCard, VISA, American Express and cash-cards/Maestro.

Porterage:

Sure we carry your luggage in and out at no cost. Just let us know.

Print job

Sure we can print your documents, just see us at reception.

R

Reception:

Openings: **08:00 - 20:00** daily

You can reach the reception from your room – dial: **0 88 22 - 93 0 93**

At reception you have a public phone for your usage.

In case reception is closed, please ring reception bell. We will be there in 99% of all cases.

Radio:

You'll have with your digital SAT tv plenty of international radio channels as well with your radio clock the local ones.

Roomkey:

Your key works for the entrance door as well as for your room door. Please keep the key with you all time, due the main door is locked up from 20:00 on.

S

Sauna (free of charge):

Opening hours: 6.00 PM to 9.30 PM (sauna starts up only with previous notice)

Where: in our catty-cornered apartment building

Towels will be provided in the Sauna Lounge. Please observe the sauna rules!

Safe:

All rooms do have a safe. Please check with reception for the code. Free of charge.

Sure we can also store your valuables in the safe in the reception.

Slipper:

If you need slipper, just see us at the reception. Sure we can provide you those.

Smoking:

All rooms, hallway and breakfast room is / are strict **non smoking**. Only allowed on the balcony, ash trays will be provided.

Shoe cleaner / shoe cleaning service:

Sure we can provide you shoe cleaning gear. Please ask at reception.

You can also use the shoe cleaning service: 10,00 € a pair of shoes.

Stiching gear:

Sure we can provide a stiching gear. Please ask at reception.

T

Telephone:

All rooms do have a telephone, the number of your room is displayed on the label on the phone. Local calls are free of charge. For international calls, a calling card is needed. please see the reception, we can sell you a calling card.

TV:

The Tv does have digital SAT tv, so you can choose from a nice selection of international channels as well radio. You get a summary of all channels by pressing the button „Guide“ or „List“ on the remote control.

This and that:

Any questions – simply ask, we are here to make your stay as convenient as possible.

Ticketservice

You need to arrange a ticket for a concert, cinema or similar? Just let us know, we would be pleased to help you.

U

Umbrella:

On rainy days we are happy to borrow you an umbrella. You also can buy one at the reception.

W

Wake up call:

We can wake you up from 6AM on, earlier please use your radio clock in your room.

***If you have any questions, do not hesitate to contact us.
We hope you enjoy your stay!***

Wichtige Telefonnummern / Important telephone numbers:

Rezeption | Reception | **08822 930 93**

Polizei | Police | **110**

Ärztlicher Bereitschaftsdienst | Medical Standby | **116117**

Feuerwehr | Fire Brigade | Fire Brigade | **112**

Internationale Vorwahlen / International dialing code :

Andorra | Andorra +376

Argentinien | Argentina +54

Belgien | Belgium +32

Brasilien | Brazil +55

Chile | Chile +56

Dänemark | Denmark +45

Deutschland | Germany +49

Finnland | Finland +358

Frankreich | France +33

Griechenland | Greece +30

Großbritannien | United Kingdom +44

Irland | Ireland +353

Italien | Italy +39

Japan | Japan +81

Kanada | Canada +1

Kuba | Cuba +53

Kuwait | Kuwait +965

Luxemburg | Luxembourg +352

Marokko | Morocco +212

Mexiko | Mexico | Méjico +52

Niederlande | The Netherlands +31

Norwegen | Norway +47

Österreich | Austria +43

Polen | Poland +48

Portugal | Portugal +351

Schweden | Sweden +46

Schweiz | Switzerland +41

Spanien | Spain +34

USA | USA +1

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