

HOTEL INFORMATION

A-3

Important phone numbers:	Reception	130
	Your extension	07842 / 99287 + your room number
	General emergency number	(0)110
	Fire service	(0)112 or 19222

A

Arrival/Departure

Your room will be ready for you from 3pm on the day of arrival.

On the day of departure your room will be at your disposal until 11am.

Postcards

Postcards and stamps are available in our Black Forest Shop. A German Post letter box is located directly at the shop.

Excursion possibilities

Information material and excursion suggestions are available at the reception, as well as tour advice for hikers, cyclists and motorcyclists.

Pharmacy

The nearest pharmacy is in Ottenhöfen (Stein Apotheke, Tel. 07842 / 400).

Doctor

You will also find the nearest doctor in Ottenhöfen. For further information please contact the reception, where you will also receive information about the weekend emergency service.

Elevators

For safety reasons, please do not use the elevators in case of fire.

B

Bathrobe

Bathrobes & Terry slippers are provided for you in the room.

Accessibility

Our hotel is equipped with an elevator and is basically barrier-free. Upon request and availability, we will gladly reserve our barrier-free room of the type "Katzenkopf" for you. The circular path around the Mummelsee is also barrier-free.

Payment

You can pay your bill in cash, with EC-card, VISA or MasterCard.

Bus and train connections

You can ask for bus and train connections at the reception.



E

Meal times

Gourmet breakfast buffet: from 8–10.30am / Half board: from 6.30–9 pm / à la carte: from 12 am to 9 pm

First aid

Dressing material for small "aches and pains" is available at the reception.

F

Escape routes

In each room there is a plan of the escape routes in case of fire. Please look carefully at the escape routes, never use the elevator in the event of an incident.

Questionnaire - Your opinion is important to us

Are you satisfied? What can we do better? We kindly ask you to let us know via the attached questionnaire. You can hand in the completed sheet at the reception desk. You can be sure that we take your suggestions seriously. Thank you very much.

G

Luggage transport

We will be happy to transport your luggage to your next-stage destination on request (for an additional charge).

Luggage service

A luggage trolley is available for your luggage in the lobby. You can also leave your luggage at the reception. Please contact our reception team for this.

Church service

Holy mass: May to September 1st + 3rd Sunday of the month at 11.30am in St. Michael's Chapel at Mummelsee.

H

Half board

With half board you enjoy a four-course choice evening menu consisting of starter/salad, soup, four main courses to choose from and dessert. Price: 36€ per person and day, bookable until 3pm.

Pets/Dogs

Bringing pets/dogs is possible after prior arrangement with the reception. We provide bowls, a dog blanket as well as water, treats and a small surprise. The extra charge is 20€ per night and pet. At the reception you will receive dog waste bags free of charge.

Hygiene articles

If needed, you can get them at the reception.

K

Children

Children can help themselves all day to drinks at a juice bar, discover our forest playground or go on a great ride with the pedal boat. In the restaurant a play corner offers all kinds of fun and entertainment. Crib and baby monitor available upon request (free of charge, subject to availability).

Hospital

The nearest hospital is in Achern (Ortenau Klinikum, Josef Wurzler Straße 7, Phone: 07841-700-0). In case of emergency please dial 110 or 112.



Visitor's tax

The visitor's tax is levied all year round by the municipality of Seebach. The cost is currently 2,00 € per person per day.

L

Charging station

In front of our hotel entrance there is a public charging station for electric cars. You can charge your e-bike battery at our reception. (no charging cable on site)

A smartphone charging station is available in our restaurant. Alternatively, we will be happy to lend you a charging cable for the duration of your stay, subject to availability. Please ask our reception team.

Reading corner

There is a relaxation and reading corner on the third floor. We kindly ask you to treat the books and magazines with care, also in the interest of the following readers, and to put them back after use.

Reading glasses

So that you can keep a clear view: At our reception you can borrow reading glasses in different diopter strengths.

N

Night entrance

Our hotel entrance is closed from 9pm (possibly earlier, depending on the weather). However, you can open the door at any time with your room card.

Sewing kits

You can get them on request at the reception.

Nordic walking sticks and hiking poles

We are happy to lend them to you. Please ask at the reception.

O

Online Shop

Bring the Black Forest to your home. In our online store you will find original Black Forest products.

P

Parking spaces

There are plenty of free parking spaces at your disposal.
You can get the key for the barrier chains at the reception.

R

Smoker/Non-smoker

All rooms, restaurants, the hotel lobby and hotel hallways are smoke-free areas.

Repairs

Please report any issues to the reception desk. We will do our best to fix them quickly.



Reception

Our reception is open daily from 8am–9pm (shortened opening hours are possible).
For departures before 8am we ask you to inform us the day before.

Packed lunch

Can be ordered for your day trip at the reception. This costs 15€ per person and day.

S

Safe

There is a safe in every room. You will find the operating instructions on the inside door of the safe.

Shoe shine machine

This is located on the third floor near our reading corner. Further shoe shine utensils are available at the reception.

Black Forest Shop

Do you still need a travel souvenir for your loved ones at home or a Black Forest specialty?
Our Black Forest Shop has great products ready for you. Opening hours: Monday–Sunday from 9am–6pm (opening hours may be shortened depending on the weather).

Sauna Wellness World

Opening hours daily: summer 3–10pm, winter: 1–10pm. Children (aged 11 or over only) must be accompanied by an adult. Use on the day of departure is possible after consultation with the reception and for an additional charge.

Ski and bike cellar

We have a lockable ski and bike room. We also have tools for minor repairs.

Games

At our reception we have some board games ready for you. Please make sure there are no missing pieces when you return the games, so that the next guests can also enjoy them.

T

Cab

We will be happy to order a cab for you. Please contact the reception.

Telephone

There are direct dial telephones in all rooms.

W

Laundry service

Laundry bags are ready for you in the rooms. We will be happy to wash your laundry for you.
Please leave your laundry in the bag at the reception until 12:00pm at the latest, so that it will be ready for you the next day (until 15pm). Prices for individual items of clothing are available on request.

WLAN

WLAN is available free of charge in all our rooms, as well as in the entrance area of the hotel and in the restaurant. The name of the network is "Guest Wifi". You can log in without a password.



Wake-up service

We are happy to provide a telephone wake-up service upon request. Please inform our reception the evening before about the time at which we may wake you up.

Z

Room

There are various feel-good rooms available to you. We reserve the right to make requests regarding specific room numbers and floors without obligation.

Additional pillows or blankets

Are available at the reception if required.

Extra bed/sofa bed

If a third adult person is accommodated in the room, we charge 55€ per person per day including breakfast buffet.

Newspapers and magazines

Newspapers are available in our restaurant. Magazines and newspapers are also available for purchase in our Black Forest Shop.

Last update: Mai 2024

