

HOTEL SCHLOSSRESIDENZ HEITZENHOFEN HOTEL-GUIDE



Dear guest,

a warm welcome to the Hotel Schlossresidenz Heitzenhofen.

We are happy to have you as a guest in our hotel.

Our purpose is to make your stay as comfortable as possible.

Please find attached some information that may be useful during your stay.

Best regards

Your Team Hotel Schlosresidenz Heitzenhofen

Hotel Schlossresidenz Heitzenhofen, Naabstr. 5a, 93182 Heitzenhofen

www.schloss-residenz-heitzenhofen.de, info@schloss-residenz-heitzenhofen.de

Tel. 09473-90 83 90

Fax: 09473-951435

1. ADAPTER / ELECTRONIC CONNECTORS /ENERGY

All outlets are equipped with 230 V/50 Hz. Adapters are provided at the reception.

2. BABY COT

If you need a baby cot, please contact the housekeeping team.

3. BABYSITTER

We can arrange a babysitter for you. Please contact the reception.

4. BANK

The next bank is located in Kallmünz

Sparkasse Kallmünz
Am Planl 4a
93183 Kallmünz
Tel. 0941/3013515

Raiffeisenbank Hemau/Kallmünz
Marktplatz 2
93183 Kallmünz
Tel. 09473/9402-0

5. BAR- Drinks

Drinks are served at the Terrasse and in the Jagdstube.

Please contact the reception.

Selfservice bars you will find in the Main Hall and Second floor.

Further drinks you can find in the Room Minibar.

6. BATHROBE AND SLIPPERS

If you need a bathrobe and slippers, please contact the housekeeping team.

7. BLANKET

Additional blankets are available by request. Please ask our housekeeping team.

8. BREAKFAST

Enjoy our breakfast buffet in the breakfast room or at the Terrasse from 7.00 until 10.00 am. At request we can offer a late breakfast and room breakfast.

9. BUSINESS CENTER

You can use our business computer in Jagdstube.

The PC offers all Windows Programs and an internet connection.

10. CAR PARK

We offer parking places free of charge.

11. CAR RENTAL

The Agency Sixt Regensburg is available under
089/74444-0

12. Car-Reparation

The next car service point is in Heitzenhofen

Autohaus Moser GmbH
Wischenhofener str. 2
93182 Heitzenhofen
Tel.09473-1307

13. CHANGE OF LINEN

Please contact the housekeeping or reception, if you wish a daily change of your sheets and towels.

14. CHILDREN

Children under 6 years are free of charge in the bed of the parents.

Children from 0-6 years in separate bed are charged 8,- Euro per day

Children from 7-10 years in separate bed are charged 12,- Euro per day

Children from 11-17 years in separate bed are charged 18,- Euro per day

Adults in an extra bed pay 25,- Euro per day.

15. CHECK-OUT

Check-out time is 12.00 am.

If you wish to delay your departure, please contact the reception.

You can leave your luggage at the reception.

16. CHURCH

For service times or further information please ask our staff at the reception.

17. CIGARETTES

Please note that smoking is not permitted in the hotel.

Ashtrays are provided outside e.g. on our terrace.

A cigarette machine is located at left side of the Schlosswirtschaft Restaurant..

18. DOCTOR

Please contact the reception. Our staff is glad to help you.

In **emergency case** please call 112 or 19222

Our House Doctor ist the Cabinet of Dr. Schönhärl in Pielenhofen

Dr. med Bernhard Schönhärl
Etterzhausener Str. 20
93188 Pielenhofen
Tel. 09409/86290

Next Hospital ist the Asklepios Klinik in Burglengenfeld
Phone: 09471-705-0
Dr.Sauerbruch Str. 1
93133 Burglengenfeld

19. ELECTRICITY

230 Volt, 50 Hz - adapters are available at the reception.

20. EMERGENCY EXIT

Please mind the signs at your room door and in the corridors.

21. EXTRA BED

We provide extra beds for a fee of EUR 25.00.

22. FAX

You can send or receive your faxes at the reception.

23. FIRE

Please leave your room immediately in case of a triggered fire alarm and gather on the lawn in front of the main house.

You can find information about the emergency exits in your room.

24. FIRE EXTINGUISHER

Are located on each floor and in the stairway.

25. FIRST AID

A medicine chest is provided at the reception.

26. FITNESS-Path

A jogging or cycling path is in front of the Hotel along the river Naab.

26. FLOWERS

We would like to recommend the flower shop

Daxl in Kallmünz
Jägersteig 4
93183 Kallmünz

Please contact the reception. We would be pleased to assist you with the order.

27. GAS STATION

The next gas station is located in Etterzhausen und in Burglengenfeld.
At the Highway Brunn is located a new station.

28. HAIR-DRESSER

Our team is glad to assist you by booking an appointment.
In Kallmünz you find:

Bell`hair
Marktplatz 6
93183 Kallmünz
Tel. 09473-8828

Friseur zum Boder
Inselweg 2
93183 Kallmünz
Tel.09473-8782

29. HOTELRESERVATION

Take the opportunity to book your next stay in our house at the reception.

The reception will be glad to inform you about the possibilities.

30. INTERNET

All rooms offer high speed internet by a Telekom Hotspot.

The name is „Telekom“ . You dont need a password.

31. IRONING BOARD

Please contact the reception for an iron and ironing board.

32. IRONING SERVICE

We also offer an ironing service for a fee. Please contact the housekeeping team.

33. Late check in

Please inform the reservation of your late arrival.

You will have access to our key safe.

34. Late check out

If you wish, we can arrange a late check out if available.

35. LAUNDRY

Please contact reception.

36. LOST PROPERTY

In case of loss or found please contact the reception immediately.

37. LUGGAGE

Luggage can be stored at the reception.

38. LUGGAGE SERVICE

If you need help please ask us – we will be glad to assist you.

39. MEETING ROOMS

Our hotel is specially equipped for your meetings and has daylight-flooded conference rooms.

- Jagdstube: group until 15 people
- Conference room until 25-30 people
- Schlosswirtschaft room until until 50 people

40. MINIBAR

The rooms are equipped with a minibar or a tablet with drinks

The prices can be found in the price list.

For more drinks please contact reception or make self-service in the maxi-bar.

41. NEWSPAPERS

Newspapers are provided free of charge at the reception.

42. PAYMENT

Please pay your invoice at the reception.

Accounts can be settled in cash, via EC-card

as well as Mastercard, Visa, and American Express.

43. PETS / DOGS

Pets and dogs are not allowed in our house.

44. PHARMACY

The next pharmacy is called:

Burgapotheke Kallmünz
Marktplat 4
93183 Kallmünz
Tel. 09473-457

42. PHOTOCOPIES

Kindly contact the reception

43. PILLOW

Please ask the housekeeping team for a variety of different pillows.

44. PLEASE DO NOT DISTURB

Please leave the sign at the exterior door if you do not want to be disturbed.

45. POST

You can leave your letters and postcards at the reception.

We will bring them to the post office daily.

46. RADIO PROGRAMS

You can receive radio programs via the TV.

47. RECEPTION

Our reception is 24 hours available.

In the evening and night hours please ring the bell next tot he front door.

Please dial 09473-908390.

48. RESTAURANT

The Restaurant Schlosswirtschaft with beergarden is located on the market place in Heitenhofen. Reservations can be made under
Tel. 09473-8966.

The restaurant is opened Tuesday until Saturday from 5 pm
and Sunday and ferry day from 12.00 am

49. SAFE

Every room disposes over a safe.

50. SANITARY ARTICLES

We provide sanitary articles such as tooth-brush, tooth-paste or shavers for a fee
at our reception.

51. SAUNA

Is located in the basement. Opening hours: 18.00 to 21.00 pm.

52. SEWING SUPPLIES

You find a sewing set in your wardrobe.

Sewing service is available on request. Please contact the reception.

53. SHOE CLEANING

A shoe cleaning device is located in the ground floor.

54. SPORT AND LEISURE

For tips on planning your leisure, please contact our reception.

55. STAMPS

Are available at the reception.

56. TRAIN / BUS

You can reach the city center by bus Nr. 12 Station Heitzenhofen Ost.

At our reception we provide current schedules or in the Internet by RVV Linie 12.

57. TRIPS / EXCURSIONS

For advice please contact our reception.

58. TAXI

Please contact the reception.

59. TICKETS

Our reception team will advise and assist you by ordering and booking various tickets for example for shipping, bus, train and events.

60. UMBRELLAS

If you need an umbrella please contact the reception.

61. Voucher

Please contact reception if you like to buy a gift voucher of the hotel.

62. WAKE UP CALL

Our reception staff is glad to take your wake up request.

63. WI-FI

You can use our wi-fi in the public areas building and in the rooms free of charge.

It is a hotspot Internet named Telekom.