



Hotelinformation from A – Z

„In release are the wings of freedom“

Dear Guests,

We Welcome You at the Countryhotel AlmRefugio!

In ambience as strong in character as you are....
Come in and relaxe.

Discover the unusual. Feel at ease.... Experience new things....
With life....

With this little guide, we want to provide you with some information
about our Alm.

If you need further information or have special wishes, we are glad
to be there for you.

We are looking forward to impress you and wish you an eventful
stay at the AlmRefugio

Familie Lukas and Team

Arrival

We wish you a hearty welcome. Your room is available for you from 3.00 pm on. If you already arrive earlier and your room is ready, you are welcome to have it more comfortable.

Baby facilities

We are glad to provide a cot for you € 10

Baby phone

Please ask for this service at the reception desk (BlackBox)

The AlmBar and lounge

Opened daily from 4.00 pm until 10.00 pm.

Bank and Cashmachine

Sparkasse Neumarkt, Oberer Markt
Raiffeisenbank, Badstraße 3

Bath stool gladly available on request

Bathrobe

We are happy to keep this at the front desk for you.

Beverages

As we have dispensed with minibars, beverages are available at the cooler in the AlmLounge. You are welcome to enjoy them there or just pick up your beverage.

Bed linen

Change of bed linen daily? Please contact the reception

BlackBox

This is our reception. Always named by the architect during the construction time, so we decided to stick to this nickname.

Breakfast

Is served from 6.30 am till 10.00 am daily.

Enjoy our delicious natural mountain breakfast. Selectable from the breakfast menu. Fresh and prepared just for you.

Bus and train

For information about the time tables, please contact our reception team.

Charger for mobile phone

We have the most popular at the reception

Chemical cleaning

If you leave before 9 o'clock we will do it within 24 hours

Culinary

Our Almstuben are open from 11 am to 2 am and from 5 pm to 10 pm. The manager of the hotel serves a regional natural cuisine, adapted seasonally of him. He likes to take on individual requests or allergies

Departure

We kindly ask you to check out before 11.00 am.

You can settle your bill between 7.30 and 11.00 am at the BlackBox.

If you prefer, you can already pay in advance until 10 pm on the evening before your departure. We accept cash, Visa, Eurocard/Mastercard, American Express and bank cards (EC)

Doctor and Pharmacy

Dr. Michael Meinhardt, Badstr. 14

Tel 09181/48590

Löwen Apotheke, Badstr. 14

Tel 09181/44400

For more information, please ask the reception team.

Dogs

Out of consideration for the many animal hair allergies no dogs are welcome with us.

We ask for your understanding

Dress Code

Generally, there is no dress code here. Most of all, we relaxed, without a tie and evening dress.

Early departures

Please note that we will charge the complete stay in case of early departure.

Emergencies

The AlmRefugio is equipped with a modern fire alarm system. Each room has an escape plan. We are asking you to study it carefully. In the event of an alarm, please follow the routes off the escape plan and leave the building calmly.

Environmental protection

You can imagine the huge amount of chemical substances that pollute our water on a daily basis. Therefore we ask you to decide whether you use your towels one more time. If you want to exchange them, please put them into the shower.

Excursion tips

The reception team is glad to give you the information needed.

Extras

During your stay at the AlmRefugio, we want to enable you to pay cash as comfortable as possible. Just sign for your extras in all of your outlets and we will charge your room bill. In order to guarantee a correct billing, we ask you to please control and sign all receipts directly after the consumption.

Garage

We are happy to provide you with a private garage. 10 € per day

Hygienic articles

Have you forgotten something at home? No problem! We gladly help you. Please contact our reception desk.

Internet

Free Wi-Fi is provided in all of our rooms.

IT support

Questions and problems with the Internet? We are happy to help

Iron and ironing board

We will gladly provide it to you

Ironing service

gladly done by us in an hour

Late check-out

If you wish a late check-out, please contact the BlackBox. If possible, you can stay in your room. We charge an additional € 30 per room for this service.

Laundry Service

We ask you to give your dirty laundry in the provided laundry bag. This is daily taken from our room fairy. A laundry bag and a price list can be found in your closet. The final amount will be charged to your room bill. If you leave before 9 o'clock you will receive your laundry the same day.

Please note that a dry cleaning can take about 24 hours.

Luggage Service

You are welcome to store your luggage with us at the reception

Lost and Found

All lost property will be forwarded to the reception desk by the housekeeping manager and is stored there. The hotel is not responsible for any forgotten objects. Lost property will only be shipped to you at your request.

Massages

If you afflict a strained back , or you just want to go once and relax ? We organize a trained spa therapist who treats you right in your room . Please give an early stage to inform the reception .

Newspapers

The newspaper can be found in the morning for the removal at the front desk . Of course you can also get your own copy . Please state .

Packed lunch

If you have to give up due to an early departure on the breakfast , we are happy to put together a packed lunch . You can order it to 8.00 pm clock on the eve of the BlackBox .

Phone

With the 0 to go directly to BlackBox

Photocopying and scanning ... we are happy to assist you in our black box office team

Post

Stamps are available at the BlackBox . We are happy to bring your mail daily to the mailbox in Höhenberg.

Horse riding. Do you love horses? We are happy to arrange riding lessons in the neighboring stable for you

Room Key

Our reception is occupied 16 hours or to be reached by phone alternatively
With your room key, you have access to the hotel around the clock. In case of loss of the chip we will charge you **€ 150,00**.

Room Service

We offer room service for breakfast, drinks and selected dishes. For the room service we charge **€ 5,00**. For only further information, please contact the reception desk.

Safe

While staying at the AlmRefugio you will have access to your own safe inclusive . The manual can be found inside the safe. Please leave at departure the safe open.
Many Thanks! We would like to point out that the hotel for valuables that are not kept in the safe, assumes no liability.

Sewing service? Has a seam burst or a button? We have a brave little tailor there

Secretary service

For administrative matters, please contact our reception desk at any time.

Shuttle service

To the train, to the golf course or into the city they are gladly driven with our Mercedes bus free of charge. To Nuremberg airport for a fee of **€ 45**
Please contact the reception

Shoe shine

a shoe cleaning machine is available on the upper floor. At the reception you will receive additional shoe cleaning utensils

Smoking

The AlmRefugio is a Non smoking hotel , so we ask you not to smoke in the rooms . For any non-compliance , we calculate cleaning (curtains, etc.) with **€ 150**. Thank you for your understanding .

Socket adapter

Available at the reception

Sports equipment rental

We gladly provide bicycles (if still available) for you.

Towel

Towel change daily desired? Please contact the reception

Technical defects

Should any defects occur , we kindly ask you to report this to the reception in order to fix them as soon as possible .

TV

A list of TV programs can be found in this hotel book.

Umbrella needed? Available at the reception on loan

Wake up call

You can be woken up by our reception desk . Please let us know timely

Welcome and Finally ...

a lot of fun and a warm „ Servus at the Alm“