



Guest Information from A - Z

A | B

- Bicycles

If you would like information about where to park your bicycle, please ask at the front desk. If you should need any repairs or bike rentals please contact the local bike retailer: Zweirad Joos, Schützenstr. 11, 78315 Radolfzell, Tel. +49 7732 823680.

- Breakfast

You will find our assortment of breakfast items every day from 7:30 to 10:00 am in our breakfast room on the ground floor.

C

- Check In

Our front desk is open from 2,30 pm to 6 pm. For later arrivals please contact us.

- Credit Cards

We accept debit, Mastercard and VISA.

D

- Departure

On the day of your departure we ask you to leave the room by 11:00 am and bring the room cards back to the front desk. If you would like to have a later check out time, please check availability with our staff at the front desk before check out time.

- Do Not Disturb!

Press the button on the inside of your door if you do not wish to be disturbed or you do not need your room serviced. Or use the “red card”.

E

- Emergency - Ambulance - Fire

Important phone numbers:

Police: 110

Ambulance / Fire Fighters: 112

Emergency Medical Assistance: 116 117

Immediately inform the front desk at Tel. +49 7732 890610

- Excursion Possibilities

You can acquire information about excursion destinations in the area at the front desk. You can also find pamphlets at the front desk or in the lounge on the first floor.

F

- Fire Information

Please note the evacuation information posted on your room door and in the hallways. For your safety you will find fire extinguishers on each floor. Under no circumstances should you use the elevator during a fire. Please use the stairs and emergency evacuation routes.

- Front Desk

The front desk is staffed from 8:00 to 11:00 am and 2:30 to 6:00 pm. In urgent emergencies dial +49 7732 890 610. Your room card works for the hotel entrance, so you can get in and out at any time.

G | H | I | J | K

- Gift Certificate

Gift certificates are available for purchase at the front desk.

L | M | N | O

- Lost & Found

Should you forget or find anything please contact the front desk.

- Nonsmoking Rooms

Our hotel is nonsmoking only. We will charge an additional cleaning fee of 100€ if you smoke in the room. You could also be responsible for additional fees.

P | Q

- Parking

During the duration of your stay, please park in the designated parking area behind the hotel. Please be advised that there is no surveillance in the parking lot. We are not responsible or liable for any damages to personal property.

- Pets

We are a hypoallergenic hotel therefore, we do not allow pets.

- Pharmacy - Doctor - Dentist

The closest pharmacy is approximately 3000m away (Scheffel-Apotheke, Alemannenstr. 5, 78315 Radolfzell, Tel. +49 7732 2551). You can inquire about emergency medical assistance by calling 116 117. The front desk is happy to help as well.

- Public Transportation

With our guest-Card, you can drive the bus or train for free. There is a bus station in 200 meters and a train station in 900 meters from our hotel. You can get the latest information at the front desk.

R

- Refrigerator

Our rooms are not equipped with a fridge. If you would like to cool beverages, food or medication you can rent a mini fridge (empty) for 5€ per day, upon availability.

- Restaurant

For more informations please look on the homepage. The Restaurant Kapelle will offer lots of fresh dishes. We will gladly make a table reservation for you.

- Room Card

Upon arrival you will receive your room card which will also be used for entrance into the hotel. Please keep your room card until your departure and return it during check out at the front desk. Should you lose your card, we are happy to deactivate it and issue a new one (Fee for lost card is 5€).

- Room Service

We offer a daily change of towels. Please leave your dirty towels on the floor. Bedding will be changed once per week. Our cleaning staff is on duty every day from 9:00 am to 12:00 / 13:00 pm. Please use the do not disturb feature/ button on the inside of the door if you do not want the cleaning staff to enter.

S | T | U | V

- Safe

Please use the safe in your room for your personal belongings. You will find the instructions directly near the safe.

- TV/Radio

A channel guide is available in the room. We ask that when using the TV you do so at a respectful volume as not to disturb others.

- Train Station

The train station in Markelfingen is approximately 900m away. With the guest card you will be able to ride free in the county of Constance (including Stein am Rhein and Überlingen). The bus stop 'Markolfstraße' across from Hotel Amelie is approximately 200m away.

W | X | Y | Z

- WiFi

We offer high speed internet. You can connect to WiFi throughout the entire hotel. You will receive the password upon arrival.