

 Garni



# Hotel Rhöner Land

*Bed & Breakfast*



*service- guide from  
A to Z*

Hotel Rhöner Land Kerstin & Roberto Lanzo GbR / Zum weißen Kreuz 20 D - 97723 Oberthulba  
Telefon: +49 (0)9736/707-0 / Telefax: +49 (0)9736/707-444  
[www.hotelrhoenerland.de](http://www.hotelrhoenerland.de) / [info@hotelrhoenerland.de](mailto:info@hotelrhoenerland.de)





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## A

Additional pillows /  
blankets:

on request, you can get them from the reception

## B

Babybed:

you can get it for free, please ask the reception

Babyphone:

you can get a babyphone on demand at the reception desk

Bathtub lifter

We have a bathtub lifter ready for our disabled guests. Please let the reception know if you have any need. Bathroom stool: on demand we can provide a bathroom stool. Please refer to the reception.

Bathrobe:

available for a a deposit at the reception \*

Bank:

**Sparkasse:** Hammelburger Str. 5, 97723 Oberthulba tel: 09736/8105-0

**VR-Bank:** Raiffeisenstr. 5, 97723 Oberthulba tel: 09736 / 8153 - 0

Bedding:

Your beddings will be changed only after departure. If requested we can do this on a daily basis\*.

Breakfast:

from 5:00 am to 10:00 am

Breakfast is served from the buffet in selfservice. There will be no staff at your service.

Bicycles

You are welcome to store your bicycles free of charge in our garage.

Please feel free to approach us for assistance.

Kindly understand that according to the VdS guidelines, charging batteries (for E-bikes, Pedelects, etc.) in the hotel rooms is prohibited.

\*gegen Gebühr



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## C

- Charging cable:** We offer charging cables for your mobile device at the reception in return for a deposit.
- Check out:** We kindly ask to vacate your room by 11:00 am.
- Check in:** On the arrival day your room is available at 02:00 pm
- Copies/Scans:** The reception is at your service for copies and scans. You can also copy/scan your documents yourself at the internet terminal in our entrance area.
- additional towels:** you can find additional towels in the bathroom drawer under the sink
- Cosmetic items:** shower cap, nail file, cotton pads, cotton swabs, etc. can be found in your bathroom drawer

## D

- Dentist:** Dieter Heil, Feuerbergstraße 10, 97723 Oberthulba, tel: 09736/98 38
- Doctor:**  
- Hepp Joachim Dr. med. Obere Torstr. 5, 97723 Oberthulba  
Tel: 09736/7 52 51 25, [www.dielandarztpraxis.de](http://www.dielandarztpraxis.de)  
- Schlereth Ewald Dr.med. Baumgarten 8, 97723 Oberthulba Tel: 09736/91 20  
[www.haus-der-gesundheit-oberthulba.de](http://www.haus-der-gesundheit-oberthulba.de)
- Dogs:** Dogs are allowed in our hotel\*  
For hygienic reasons, accommodation on the upper floors is not possible as these rooms are carpeted.  
We hope you understand that dogs of all sizes, even small ones, are not allowed in the restaurant with regard to our other guests. You can order dinner to your room by roomservice (for an extra fee) if your dog can't stay in the room on its own.

\*gegen Gebühr/ for a fee



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## F

Fax machine: Available at the reception desk. \*

## G

Garage we can offer a garage \*

## H

Housekeeping: Our room-maids are in service from 09.00am. If on departure-day you don't want to be disturbed, please hang the „do-not-disturb-sign“ outside your room door. You will find the sign on the coat hook of the wardrobe.

Hygienic items: Toothbrush, toothpaste, disposable razor and shoe polish utensils are available at the reception desk. \*

## I

IT-Support: if you have any problems with your internet connection, please contact the reception.

Internet: Turn on WiFi on your device. (Some notebooks have a little switch/button on the side to turn WiFi on or off. Please refer to the category “WiFi” or “Wireless networks” in the instructions booklet of your device for eventual uncertainties.)

- 1) Search for wireless networks. Choose network “HotelRhoenerLand”
- 2) After opening your browser the welcome page appears.

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3) Please read the Privacy Policy, General Terms and Conditions and Advice of Authority carefully and accept them.

4) Click „continue“

5) Congratulations! You now have full access to the internet. Enjoy surfing!

Internetterminal: In the entrance area there is an internet terminal

## K

Key-card: your key-card opens the hotel-entrance as well as your room, the living-room and the terrace. If you've booked breakfast or a the garage it will work there as well.

## L

Luggage storage: You can store your luggage with us on the arrival and departure day. Please contact the reception desk for this.

## M

Minibar: There is a minibar with drinks and snacks in every room. The price list is in your room. If you need more beverages please inform the reception. On departure please leave cash on the desk in your room or pay by Paypal.

## N

Night service: The reception is not in service at night. For urgent matters please dial 100 or 450.

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**Non-smoking-room:** Our hotel is a completely non-smoking hotel. We attach great importance to the health and well-being of our guests. This means that smoking is strictly prohibited in all indoor areas of the hotel, including the rooms and bathrooms, as well as smoking out of the window.

We ask that you be considerate of other guests and follow our no-smoking policy. If it is further determined that a room has been smoked, an additional night will be charged to carry out the necessary cleaning and ventilation measures. We thank you for your understanding and support in maintaining a comfortable and healthy environment for all guests.

## P

**Parking:** You can use our parking area in front of the hotel for free.

**Pharmacy:** Local pharmacy in Oberthulba (towards the bank) tel.: 09736 1050

Mon-Fr: 08:00 am – 12:30 pm and 02:00 pm-06:00 pm

Sat: 08:00 am – 12:30 pm

**Payment:** Usually your bill is charged to the creditcard that you made your reservation with. You will find your bill on the desk in your room. If the reception is occupied upon your arrival you can also pay by cash or Maestro-card.

**Photocopy:** The reception is pleased to make photocopies for you\*.

## R

**Radio:** You can receive various radio stations using the clock radio on your bedside table or the bathroom radio

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- Restaurant:** we don't have any restaurant for lunch or dinner. You are free to order your meal from a delivery service. Please take care to receive the delivery at the hotel entrance.  
You
- Reception:** You can call the front desk 24 hours by dialling 100.

## S

- Safe:** There is a safe in the wardrobe in every room. You can lock the safe by entering any combination (up to 6 digits) or with your ec-card or credit card. On request, you can leave your valuables in the safe at the reception.
- Sewing material:** can be found in the basket in the closet drawer
- Shoeshine:** There is a shoeshine machine in the stairwell on the main-floor. A shoe-towel can be found in the basket in the closet drawer
- Soap:** The soap at the sink is a hand soap. The soap dispenser in the shower and the bathtub contains a 2 in 1 shower foam & shampoo.
- Socket adapter:** We offer socket adapters at the reception in return for a deposit.
- Smoking:** see „non-smoking room“

## T

- Telephone:**
- To make external calls: Please dial the number "0" for the outside line before the usual number.
  - To receive external calls in your room: 09736 707 + your room number
  - Within the hotel call reception on "100"
  - From room to room please call the room number
  - Some important telephone numbers:
- |       |                 |       |        |
|-------|-----------------|-------|--------|
| 0-112 | Fire department | 0-110 | police |
|-------|-----------------|-------|--------|

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Television:

All our televisions are equipped with remote controls.  
The following channels are available for you (free of charges):

## Digitale Senderliste:

1	Das Erste HD	12	Welt	23	Super RTL
2	ZDF HD	13	N-TV	24	RTL Nitro
3	RTL	14	BR Süd HD	25	Pro 7 Maxx
4	SAT 1	15	BR Nord	26	Sat1 Gold
5	Pro 7	16	SWR BW HD	28	Kabel Eins Doku
6	RTL 2	17	NDR FS HD HH	29	BBC World News
7	Vox	18	ZDF Neo HD	30	Al Jazeera English
8	RTL plus	19	Phoenix HD	31	NHK World HD
9	Kabel Eins	20	ZDF Info HD		
10	ARTE HD	21	KIKA HD		
11	3SAT HD	22	TOGGOpus		

## Analoge channels

1	ARD	6	PRO7	11	RTL2
2	ZDF	7	VOX	12	Kabel 1
3	BR3	8	3SAT	13	7MAXX
4	RTL	9	N-TV	14	CNN
5	SAT1	10	Super RTL		



Umbrella:

There are umbrellas available at the front desk.

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# W

Wake-up call:            you need help adjusting your alarm clock please enquire at the reception desk.

*We wish you a pleasant stay in our hotel. If you have any further questions don't hesitate to ask the reception. We are here at your service.*

*The family Kerstin and Roberto Lanzo*

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