

# The Hostellerie des Châteaux & Spa

## from A to Z

*A***ccess:** The front door to the hotel reception on level 0 is open all day. The code, which is given to you upon arrival, allows you access during the night by typing the code on the keyboard situated to the left of the front door. This code also gives you access to the Spa building and to the car park.

*A***r conditioning / Heating:** Your room can be heated in winter or air conditioned in the summer. The windows must be closed for the system to work well. For assistance, contact reception by dialling 9.

*A***nimals:** Dogs are welcome at the hotel (with an additional charge) but not allowed at the restaurant and at the bar.

*A***rt – table art:** The restaurant and breakfast porcelain in yellow and pink has been specially designed by Eléonore Baillet.

*B***aby Monitor:** A baby monitor service is possible via the phone, information at reception – dial 9.

*B***aby Sitting:** External service (advance notice necessary). We can offer you a babysitting service for children of all ages, information at reception - dial 9.

*B***ag:** The bag is at your disposal to go to the SPA during your stay. If you would like one, information and price at reception, dial 9.

*B***ar:** There are two bars in the hotel. The hotel bar is situated on Level 0 in the reception building. The bar is open until 11pm during the week and until midnight at the weekend. The day bar at the Comptoir des Châteaux is located on the 3<sup>rd</sup> floor of the Spa building during summer. It is open from 14pm to 18pm.

**Bathrobe:** For individual clients, a bathrobe is available throughout your stay. If you would like to by one, ask at reception by dialling 9.

**Blanket:** Extra blankets are found in the wardrobe of your room. One missing? Dial 9.

**Breakfast:** The breakfast room is found on Level 0 of the reception building. The breakfast buffet is served every day from 7am – 10am. To order continental breakfast to your room from 8am to 10am, dial 9.

**Cigar Lounge:** you can find the perfect smoking area at the bar on level 0 of the reception building for Cigar lovers.

**Dry Cleaning:** External service. If you wish to take your clothes to the dry cleaners, please allow around 48h. Information and contact information at reception, dial 9.

**E-mail:** If you wish to print an email, please give your name and room number to the sender. Rates at reception, dial 510.

**Environment:** In order to protect the environment, we have developed a 'Pure Attitude' chart, an eco-citizen chart which gives the entire hotel responsibility for the protection of the environment. You can ask for the chart at reception or download it from our website [www.hostellerie-chateaux.fr](http://www.hostellerie-chateaux.fr). Join us in our Pure Attitude!

**Fax:** You may send or receive faxes at the hotel, please give your name and room number to the sender. Information concerning charges for receiving and sending faxes is available at reception, dial 510.

**Fitness Zone:** A fitness zone-with treadmills, ellipticals trainers, exercise bikes is available on the ground floor of the "Spa building". Access to the fitness Zone every day with 4321 access code number.

**Garage:** An individual and locked garage can be reserved at an extra cost, information at reception, dial 9.

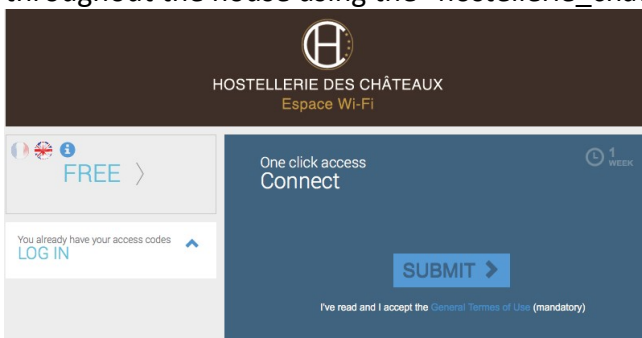
**Garden:** A landscape garden of 2,000m<sup>2</sup> is located near the outdoor swimming pool.

Access via the swimming pool or via the 3rd floor at the end of the corridor in the “Spa building”. A terrace and sun loungers are in warm weather.

**Gifts:** Did you enjoy your stay with us? Share your experience with your loved ones. We offer personalised and tailored gifts to suit your needs, information at reception or dial 9.

**Hygiene:** If you have forgotten the necessary toiletries, we can provide toothbrushes, razors, toothpaste, sanitary napkins, polishing sponge, sewing at reception, dial 510.

**Internet:** You can connect to the internet free of charge by Wi-Fi from your room and throughout the house using the “hostellerie\_chateaux\_spa” network than click on “SUBMIT”.



For assistance, dial 9.

**Jacuzzi:** The Family jacuzzi is located on the first floor of the “Spa Building”, next to the swimming pool. It is open from 7am to 7.30pm. The water temperature is 32°C. The family Jacuzzi is accessible to everyone, with no age restrictions. The outdoor Jacuzzi is near the Acquatic swimming pool from 10a.m. to 7p.m only for adults.

**Parking:** A car park which is locked and secured during the night is available free of charge. The code which you are given upon arrival allows you access to your vehicle during the night.

**Picnic:** A picnic hamper can be prepared for you, please order the previous day, before 9pm, from reception by dialling 9.

**Pillows:** The pillows in your room are hypoallergenic and without feathers. An extra pillow can be found in the wardrobe. One missing? Dial 9.

*P*ress: The local paper, 'Les Dernières Nouvelles d'Alsace' is available every day from reception as well as a large selection of magazines. You only need to scan the QR code available at the front desk or at the spa.

*P*rinting of documents: We can print documents for you at reception. For printing charges per page, consult reception at 9.

*R*adio: On your television, more than 20 radio stations are available from the TV guide.

*R*estaurants: The Gastronomic Restaurant is open every day for lunch from 12pm to 13.30pm and for dinner from 19pm and 20.45pm. It is located on level 0 of the "Reception Building". To book a table, dial 9.

*R*eception: The reception is open from 7am to 11pm. For checkouts before 7am, please consult reception the night before.

*R*oom Service: Available from 10am to 10pm, dial 9. You will find the room service menu in this document.

*S*afe: A safe is available in the wardrobe of your bedroom. The instructions are inside the safe. If you need assistance, dial 9. If your possessions are too big, we have a safe at reception.

*S*ecurity: Telephone availability is guaranteed 24 hours a day, in case of emergency dial 9.

*S*pa: The spa is located on the 1st floor of the Spa building. Wellness area is available for all individual clients from 10am to 7.30pm and are available to those over the age of 16, at no extra cost and without appointment.

**Wellness Area: Access from 3:00 pm on your arrival day until 11 am on your departure day.**

On departure day, after check-out, extend your access to the Pool and Spa until 7:30p.m with the Late SPA (limited places). For booking and prices call the front desk at 9

**Swimming pool:** The family indoor swimming pool is on the 1<sup>st</sup> floor of the Spa building. It is open from 7am to 7.30pm. The water temperature is 28°C. The swimming pool is available to everyone without age restrictions.

The Acquatic swimming pool is a relaxing area with massage benches and the temperature is 31°, the access is reserved for adults only between 10 am and 7.30pm.

The outdoor swimming pool is 17 meters long with Mont Sainte Odile view is accessible from the 3<sup>rd</sup> floor at the end of the corridor in the Spa building.

**Treatments:** The Beauty Spa is located on the 1<sup>st</sup> floor of the “Spa Building”. For all massage or facial appointments and information...contact our beauticians at the spa on 1010 or 9 from 10am to 6pm, or reception after 6pm.

Advice: We advise you to arrive 10 minutes before the start of your treatment. A waiting room is found in the spa reception.

**Taxi:** We can order you a taxi for your outings (airport, station, shopping...). We advise you to make a reservation the day before departure. Reservation at reception by dialling 9.

**Telephone:** Dial 0 for the outside line, 4 followed by the room number to call another room. For assistance, press 9 to reach reception.

**Television:** There are over 50 thematic, French and foreign TV channels available, as well as over 20 radio stations. You will find the complete list of available channels in the television guide. For assistance, dial 9 to contact reception.

**Terrace:** The Bar terrace, in agora lined by the vineyards of the 7 grapes of Alsace is found at the front of the hotel, it is perfect for your before or after dinner drink. The 2nd terrace is located next to the outdoor pool.

**Terrace Spa:** Sunny swimming pool terrace allows to relax and enjoy for lunch or snacks during the afternoon. For lunch, the “Comptoir des Chateaux” menu is served on the terrace. The garden is adjacent to the spa terrace.

**Towels:** The towels in the bag are for the swimming pool and spa. If you wish for additional towels, dial 9.

*Umbrella*: In case of bad weather, you can borrow an umbrella from reception. If you wish to purchase one, information and prices at reception, dial 9.

*Visits*: Information on all activities, visits, across Alsace is available at reception. We are available to advise you and help you with your choice.

*Wake-up call* : We have an automatic wake-up call system from the rooms, to activate it dial 7070 on the keyboard and follow the instructions.

*Walks*: There are a number of walking trails situated around the hotel. Starting from the 'Sentier des pèlerins' which leads you up to Mont Ste Odile (1 hour 30 mins) starting from the trail which goes from the car park to the right, follow the yellow crosses. Other walks across the village, the vineyard or up to the Ottrott castle ruins. Information and maps available at reception.

*Water*: All water throughout the building is drinkable.

*Waste sorting container*: containers are available on ground floor in the Spa/ Swimming pool building for sorting. You can also leave you waste in the room and we take care on it after your departure.