

Service Guide

A

Arrival Our rooms are available from 3 pm on the day of arrival.

Adapter Do you need an adapter for international plugs? You can borrow one at the reception.

Allergy We offer allergy-friendly duvets and pillows for allergy sufferers. Please let us know before your arrival. For questions about additives and ingredients in the dishes or gluten-free food, please contact our restaurant team.

B

Bathrobe is available in standard sizes M/L. If you would like a different size, please let us know.

Bathroom slippers are available for your use.

Bathroom stool is available on demand.

Blankets. Additional blankets are in the wardrobe. If you want more blankets please contact **us**.

Bodensee Card Leisure travelers receive the "Echt Bodensee Card" (Genuine Lake Constance Card) due to the visitor's tax, with which you can enjoy numerous reductions and discounts in the entire Lake Constance territory. <https://www.echt-bodensee.de>

Bicycle rental is a chargeable service with bicycles, e-scooters or e-bikes and demand on availability. City bikes and other special e-bikes can be hired from the local bike hire company WEIDEMANN (Hofstatt 12 88662 Überlingen, Tel.: +49 7551 989 75 12.)

Breakfast buffet is available daily in our restaurant. From Monday to Friday, you can enjoy our breakfast from 06.30 am to 10.30 am. On weekends and public holidays from 7 am to 11 am. In addition, we offer a late riser breakfast in our Villa Seeburg with the Villa Terrace from 09.30 am to 12.00 am on Saturdays and Sundays from June to September. Please contact the reception for reservation.

Bed sheets change We would like to make a contribution to the environment. As a rule, we offer a bed sheet change every three days. If you do not wish this, please let us know. If you wish, we can also change your bed sheets every day.

C

Cancellation conditions can be found in our General Terms and Conditions at www.bad-hotel-ueberlingen.de.

Casa Cosmetica The cosmetic institute located in front of our Villa Seeburg offers many different treatments. You can find further information at: <https://www.casa-cosmetica.eu>. Appointments: Tel: +49 7551/9472133 or Mobile: +49 170-8015597 or by E-Mail: info@casa-cosmetica.eu.

Charger

Do you need a charger for your mobile phone or tablet? Please don't hesitate to ask the reception.

Check-out: Do you prefer a self check-out? Please use our self check out box in front of the reception. There you can safely deposit your room key and credit card information.

Children games and painting materials are available on demand.

On request and subject to availability, we will be glad to provide you with a bottle warmer, baby cot, changing mat, nappy bin or pushchair/buggy.

Contact information:

Reception Phone +49 (0) 7551 837-0 E-Mail: info@bad-hotel-ueberlingen.de

Reservation T+49 (0) 7551 837-446 E-Mail: reservierung@bad-hotel-ueberlingen.de

Restaurant T+49 (0) 7551 837-138 E-Mail: rotunde@bad-hotel-ueberlingen.de

Copy If you need copies, please contact our team at reception.

D

Departure we kindly ask you to vacate your room by 11 a.m. on the day of departure. For a later check out please contact the reception.

Dogs are welcome. We charge € 30.00 per day for your dog. We are pleased to provide you with a dog blanket and a bowl for your dog. If you leave your dog alone in the room we kindly ask you to put the sign "Dog in room" on the outside of the door.

E

E- charging station We offer our guests charging facilities for e-bikes in our bicycle garage. We will soon be able to offer charging facilities for e-cars.

Excursions The reception team will provide you with tips for excursions around Lake Constance. In addition, we offer you flyers on many excursion destinations in the separate brochure rack. You can find further information at:

<https://www.ueberlingen-bodensee.de>

<https://www.bodensee.de/ausflugziele>

<https://www.echt-bodensee.de>

F

In Case of **fire alarm** please follow the emergency instructions in your room. Please remain calm and go to the assembly point.

Fire extinguishers are located on each floor. Please, refer to the escape plans in your hotel room and in the hotel corridors for the exact location.

Fitness room our fitness room is located in our Villa Seeburg. It is available to you during your stay free of charge and without advance reservation daily from 8.00 am to 10.00 pm.

Fitness Private

Would you like to book a private fitness trainer or physiotherapist? We offer you a cooperation with our partner Fitness Private. For information about the services and to make an appointment please contact: www.fitnessprivate-ueberlingen.de or by E-Mail: ueberlingen@fitness-private. T +49 (0) 7551 837 633

G

General Terms and Conditions are available at our website: www.bad-hotel-ueberlingen.de or at the reception.

Golf course are recommended in the neighboring village Owingen: <https://www.golfclub-owingen.de>
We also recommend: Roschushof Golf Club in Deggenhausertal: <https://www.golfclub-rochushof.de>

Gift vouchers are available at our reception or directly online on our homepage: <https://www.gurado.de/bad-hotel-ueberlingen>.

I

Internet is for free during your stay. Please select the W-Lan "Bad Hotel" and simply confirm the terms and conditions. We also offer chargeable gadgets for internet if you need one.

Iron

we iron your laundry on request for a fee. Alternatively, you can order an iron and ironing board on your room for self-service. Please contact the reception desk.

L

Laundry service We can organize a laundry service for you. We offer also an express service if it has to be done quickly. Please put the laundry in the laundry bag which you can find in your room. Please refer to the price list for prices and inform our reception team. We offer also an express service, please drop off your laundry by 9am, return in the evening. Please contact us.

Library Would you like to read? We offer our guests a library. For further information please contact our reception team.

Lost and Found For lost objects please contact the reception team.

Loungers are available in our villa garden directly on the shore.

Luggage If you would like to leave your luggage for a time, please ask our reception team. Our team will also help you with your luggage.

M

Media: We offer PLAYSTATION & NINTENDO WII & NINTENDO Switch with games, an Amazon TV stick and a tablet. Please ask our reception team.

Minibar is filled daily by our housekeeping team for a fee. You are welcome to have the minibar filled individually according to your wishes. For information on prices, please refer to the minibar price list in your room.

Massages, please contact our cooperation partner "Fitness Private".

www.fitnessprivate-ueberlingen.de E-Mail: ueberlingen@fitness-private.de Tel. 0049 (0) 7551 837 633

Maxi bar is available for snacks. Please use the maxi bar in the ground floor next to the night entrance.

N

Newspapers local and national newspapers are available in the lobby daily.

P

Parking lot is available in our hotel's own car park for a fee and on subject to availability.

Pillow menu We offer a selection of high-quality, different pillows, such as belly sleeper pillows or bolsters. Please ask our reception team.

Printing documents: please ask our reception team to print your documents as chargeable service

Payment methods You can pay your invoice in cash, by EC or by credit card. We accept: Master Card, VISA, American Express and Maestro

Post

Stamps can be purchased at reception. You are also welcome to leave your mail at the reception.

Prices

All prices including VAT.

Public Transport

If you are leisure travelers you will receive the Bodensee Card which includes free local public transport. <https://www.echt-bodensee.de/planen/echt-bodensee-card>

R

Restaurant is open daily from 6.00 am to 10.00 pm for you. If you would like to reserve a table, please call directly on 138.

Reception is open 24 hours a day.

Room Service You are welcome to enjoy small snacks, drinks or your breakfast in your room for a fee. Drinks are served 24 hours.

S

Safe is available in every room. If you need more space, we can offer you additional safe space at the reception.

Sauna is open 7 days a week from 10am to 10pm. (Please, note special behaving rules during the Corona Pandemic)

Shoe polishing service You will find an automatic shoe polishing machine on all floors. We also offer additional shoe polishing utensils free of charge in your room.

Sewing service If you need a sewing kit, it is available free of charge in your wardrobe. You need help for small sewing work (sewing on a button?) Please contact us.

Smoking

Smoking is not allowed in the entire hotel complex. Smokers will find ashtrays outside the hotel.

Swimming in Lake Constance.

If you want to swim, please visit the Bodensee Therme closed to our hotel. From our villa garden you have direct access to the lake promenade.

T

Tax / City Tax

Überlingen is subject to visitor's tax. The visitor's tax have to be paid separately according to the valid tariff of the town of Überlingen. Guests receive the "Echt-Bodenseecard" with various discounts. Further information: <https://www.echt-bodensee.de>

Taxi /Shuttle

Do you need a taxi? We will gladly organize this for you. If required, we can book taxi rides for you and charge them to your room bill.

Telephone calls for external calls, please dial 0 in advance. External calls are charged according to the tariff. If you would like to be called directly in your room, please dial +49 (0) 7551 837 and your room number.

Towels

Towel change we offer daily upon request. Please just put the used towels on the floor or contact us directly.

U

Umbrella If necessary, you can borrow an umbrella at our reception.

W

Wake-up call Please contact the reception team in case you need a wake-up call.