

A  hearty welcome  
dear guests!

The Lechner Family and staff  
wish you  
plenty of recreational days.

## INFORMATION BROCHURE

This is our short orientation guide for you.  
Enjoy reading!

Visit us on Facebook and Instagram and "like" us.

We are looking forward to your evaluation on [tripadvisor.com](https://www.tripadvisor.com)



### **Arrival/Departure**

On the day of arrival the rooms are ready from 2 p.m.

Please vacate the room by 10 a.m. on the day of departure and hand the key card in at the reception.

On the day of departure you can still use the pool area of the hotel for the entire day. Check-out is possible until 8 p.m. on the day before departure or from 7 a.m. on the day of departure.

### **Bathrobes**

Bathrobes are available at the reception for a fee of 6 Euro per stay.

### **Bank - Cash Dispenser**

At the village square in Terenten/Terento (approx. 1 km from the hotel) you'll find an ATM bank machine of the Raiffeisenkasse Bank.

### **Bar - Lobby**

In the bar and the comfortable entry area you are spoiled with fresh drinks, small snacks, coffee, cake and ice-cream every day from 7 a.m. to 12 p.m.

### **Children**

We have a playroom for children near the lobby.

Different attractions for children are also available in the garden.

The use of the equipment is at your own risk!!!

### **Cancellation**

Cancellation does not only sound unpleasant, it is unpleasant for you and for us.

Cancellations 30 days before arrival are free of charge. Up to 4 weeks before arrival we charge 80% of the total sum. 2 weeks before arrival, no show and in case of early departure we charge 100% of the total sum.

### **Doctor / Hospital / Emergency Call**

Local doctor: Dr. Oswald Thalmann Tel. 0472-546219

The next hospital is located in Bruneck/Brunico – central office number: 0474-58 11 11

Emergency call: 112 for all emergencies (Red Cross, air ambulance, etc.)

### **Excursions and Hikes**

We are pleased to inform you about the most beautiful hikes, excursion destinations, museums, etc.

In the lobby you can also find various information brochures.

Please inform us of your destination, if you leave on your own for a hike.

### **Flowers**

If you need flowers, please ask at the reception. We will make sure the desired flowers get delivered to the hotel.

### **Hair dresser's**

Karin's Haarstudio – Village Square Terenten/Terento

Opening hours: Tue to Sat 8 a.m. – 12 p.m. and 2-6 p.m.

Appointment required Tel. 0472-544117

### **Information board**

An information board is located at the reception. The members of staff and many other informations are introduced on the board.

### **Indoor pool and sauna**

The indoor pool is open daily from 6 a.m. – 7 p.m. The water temperature is about 30° C.

In addition to the indoor pool, a Finnish sauna and a steam room await you.

The saunas are open daily from 4 – 6 p.m.

Upon request you can use the sauna before this time.

Towels are available in the sauna.

### **Internet**

At the info point in the lobby you have free access to the internet.

The WIFI connection in every part of the hotel is also free. The password is "wifi1234".

We are sorry that we have no possibility to access at broadband to guarantee a fast internet connection. Than you for your comprehension.

### **Keycard**

The keycard is also your key for the entry door, your room door and the ski/bike deposit. Please hand the keycard in at the reception before departure.

### **Massages**

Upon prior request we offer various relaxation massages (for a fee). Please book in due time.

### **Meal times**

Breakfast: from 7.30 - 10 a.m. (upon request also earlier)

Afternoon snack: from 2.30 p.m. – 4.30 p.m.

Dinner: From 6.45 p.m. to 7.45 p.m. we serve a delicious 4-course dinner.

Upon request we also serve smaller portions for children or seniors and vegetarian dishes. Depending on the season we use fresh herbs and lettuce from our garden.

Please inform us of any allergies or intolerances upon your arrival or earlier. We are pleased to cater for your needs.

### **Newspapers**

Newspapers and different magazines are available at the reception. You will find international magazines and newspapers in our Mediabox (free download).

<http://34050.web.zcom.it/index.php?id=57>

### **Pharmacy**

Sonnenapotheke Pfalzen/Falzes: From MO – FRI 8 a.m. – 12.30 p.m. and 3 - 6.30 p.m. and SAT 8 a.m. – 12 p.m.

Pharmacy Vintl/Vandoies: From MO – FRI 8 a.m. – 12 p.m. and 3 - 6.30 p.m. and SAT 8 a.m. – 12 p.m. – closed on Wednesday afternoons

### **Payment**

Drinks and extras are booked to your room.

At check-out you can pay in cash (only up to 2.999 Euro), with bank card, EC card or Visa. Please pay small fees of up to 50 Euro in cash.

### **Pets**

Pets are welcome. Pets have no access to the dining room and the wellness area. Thank you for your understanding.



### **Repair works**

If, despite regular checks, we have overseen a fault in the room, please inform us.

### **Room cleaning**

Towels placed on the floor will be changed, otherwise the room maid presumes that you want to reuse the towel.

We do not want to disturb you. We therefore ask you to place the sign (Please do not disturb – Please clean the room) on the door so the room maid can respect your desires.

### **Reception**

The reception is open from 7 a.m. to 10 p.m.

### **Smoking**

Smoking is forbidden in the entire hotel (regional law 08 from 25/11/2004).

### **Safe**

A safe is available in each room. The safe instructions are located inside the wardrobe. If the safe is locked upon arrival, please inform reception. Please leave the safe open upon departure. We do not assume responsibility for any valuables that are left in the room.

### **Ski shuttle**

Information on the time tables is available at reception. The bus stop of the ski shuttle is directly in front of the hotel.

### **Ski and hiking boots**

In the ski/bike deposit you'll find a space for wet ski and hiking boots (Boot dryer) . You can open the door with your keycard.

### **Train & Bus Connections**

At the reception you will get all the information about bus and train connections. If you travel by train, we can pick you up from the train stations Franzensfeste/Fortezza, Vintl/Vandoies or Bruneck/Brunico for free.



### **Taxi:**

We can order a taxi for you.

Here the phone numbers of some taxis:

Südcab: 0474 530 530

Taxi Anton: 348 1060134

### **Telephone**

A direct dial phone for national and international calls is available in your room. Press the R button for the dial tone.

If you want to call another room simply dial the respective room number.

Important phone numbers:

Internal calls:	Reception	9
	Bar	34
External numbers:	Emergency/Ambulance	112

International country codes:	Germany	0049
	Austria	0043
	Belgium	0032
	Holland	0031
	Switzerland	0041

### **Mediabox**

Enter the link and enjoy our digital library of international newspapers and magazines, available for you to download during your stay with us.

<http://34050.web.zcom.it/index.php?id=57>