



**Dear guest,**

We are pleased to welcome you to our house.

The following pages will inform you about the most important services and information about our house.

Of course, we will also be happy to provide you with further information and answer your questions in person.

Please contact us 😊

Our reception staff will also be happy to advise you about excursion destinations in the region and provide you with brochures.  
We are also happy to provide you with hiking maps on loan.

We wish you a pleasant stay in our house.

Lieselotte, Denis and Christine Arnicot  
and the whole team



## B

### **Baby cot:**

We are happy to provide a baby cot on request (for a fee of €10.00 per night).

### **Bathrobe:**

On request, you can obtain a bathrobe for a rental fee of € 5.00 at the reception.

### **Bath towel:**

On request, you can purchase an additional large towel for € 3.00, please contact reception.

### **Being called:**

To save costs, you can have someone call you in your room at any time.

Your number is 02653 9891 + your room number.

### **Breakfast:**

We serve breakfast in our restaurant on the ground floor.

Tues. - Fri.: 07.00 - 10.00 a.m.

Sat. - Mon.: 08.00 - 10.00 a.m.

If you have any special requests or intolerances, please speak to us at reception.

## C

### **Cancel room cleaning:**

Hang the red do not disturb sign on your door or select Green Rate on your tablet.

### **Charges for Phone :**

All fees (€0.25 per unit) are stored at the reception.

### **Charger Cable from Phone :**

If you have forgotten your mobile phone charger, we are pleased to inform you that we have a selection available for hire at reception. Unfortunately not all brands are available.

### **Change of bed linen**

Our bed linen is changed from the 4th night and at our discretion. On request, we are happy to change the bed linen in your room daily for an extra charge of €10.00 per day. Please let us know at the reception.

**Check-In:** Our check-in times are from 16:00 to 22:00.

**Check Out:** Our check out times are from 07:00 to 11:00.

Do you need other check-in times? We are happy to offer you our Early Check In from 12:00 - 15:30 with the extra charge of 50% on the booked room rate. Before 12:00 o'clock we cannot rent the room and charge 100%. Other arrival or departure times are possible for an additional charge. Just contact us and book your extra time.

## D

**Data protection:** You can find our data protection guidelines on our homepage

<https://www.waldhotel-kurfuerst.de/datenschutz.html> Our data protection officer at reception is Ms Christine Arnicot. If you have any requests, please do not hesitate to contact her.

### **Departure:**

We kindly ask you to vacate the rooms by 11:00 a.m. on your departure. If you wish to depart later, please contact our reception. See also Check - out



## D

**Drinks:** see minibar for further information

1 bottle of mineral water is available free of charge on arrival. If you need another bottle, please let us know at reception. The price per bottle is 3,00 €.

## E

### Emergency numbers:

Pharmacies: 01805 258825 - 56759

Doctors: 01805112052

Emergency call: 112

Police: 110

Dentists: 0180 5040308

[https://www.vgcochem.de/vg\\_cochem/Leben with-us/emergency-information/emergency-call-numbers/](https://www.vgcochem.de/vg_cochem/Leben-with-us/emergency-information/emergency-call-numbers/)

### Extra bed see also pillow:

For an extra blanket we charge 5,00 €.

You will find a blanket in the wardrobe free of charge.

A "third bed" or baby cot is not possible in all rooms. Please contact us.

## F

### Fax:

A fax machine is located at the reception. We will be happy to fax your documents for 10 cents per page.

### Fire:

If you notice fire or smoke, please notify reception immediately by calling 10 and leave the building. The escape route is signposted.

## G

### Garages

We only offer a parking space in our garage for motorbikes and bicycles. Please contact the reception

### Green Rate in the house:

If you first cancel your room cleaning for all nights on site, you will receive a € 5.00 value coupon per person. Please register for this at reception on the very first evening.

Valid from:

- Two nights without room cleaning
- Value coupon per person
- Valid once on the stay
- The value coupon cannot be credited to the room rate.
- restaurant or wellness area can be used.
- Not valid for company discount prices

## H

### Hairdressers:

There is no hairdresser in the house, but there are several possibilities in Kaisersesch.

Ask at the reception and we will be happy to help you.

### Hotel bar:

Our hotel bar is open daily until 21:00. Depending on the event, sometimes a little longer.



## I

### **International socket adapter**

please ask the reception for this, we will be happy to lend it to you free of charge.

### **Internet access:**

The W-Lan use is free of charge! Simply select the network "kurfuerst" and enter the password: Hotel2018. You can surf as much as you like.

### **Ironing service:** (prices see laundry service)

We are happy to offer you our laundry service for washable and dryer-suitable items within 12 hours: Ironing board and iron on loan To iron yourself free of charge.

## L

### **Lounge for hotel guests**

Two tables and a large flat screen with more TV programmes than in your hotel room, you will find in our fireplace room.

### **Luggage:**

We are happy to store your luggage until your departure.

### **Laundry service:**

We are happy to offer you our laundry service for washable and dryable items within 12 hours

Wash and dry small items (underwear, pair of socks, etc.)	€ 1.50
Shirts, blouses	€ 5.00
Washing, drying and ironing	
Ironing only	€ 2.50
Washing trousers, jackets	€ 6.50
Dress, pullover etc. Washing, drying and ironing	

For full cleaning the local companies need at least 5 days, please inquire if required.

## M

### **Magazines:**

You will find magazines in the fireside room on sideboard.

The daily newspaper can be found at the reception desk and other online newspapers can be found here on the tray under the entertainment section.

### **Massage**

all offers of our wellness oasis can be found in the tablet, on the homepage or at the reception. For appointments, please speak to reception.

### **Minibar:**

We are happy to fill your minibar on request, please contact reception. Costs depend on order and consumption.

## P

### **Packed lunch**

You are welcome to make up a packed lunch from the breakfast buffet for when you are on your way. 2 breads or rolls, fruit, egg, muesli bar and 2 drinks. Price 7,00 €



## P

### **Parking:**

Parking is available for you free of charge directly in front of the house. For motorbikes only, we can offer a parking space in our garage.

### **Payment / Credit Cards:**

You are welcome to pay your bill conveniently in cash or by card. (Girocard, Mastercard, Eurocard, Maestro, Visa, Amex, JBC, V-Pay).

### **Pillow:**

If you need a second pillow, please contact us and we will be happy to bring a second pillow to your room free of charge.

## R

### **Regional cuisine**

Our kitchen uses products from certified Eifel farms, local farmers and game from local forests. For more information, please see our menu.

### **Regional information material**

You will find some information on the tablet, further information and brochures can be found at the reception and in the entrance hall. We will be happy to help you.

### **Restaurant / Reception**

You can reach the reception under the telephone number 10.

### **Reviews - Guest questionnaire and ratings**

We are very pleased about praise and criticism. Please rate us on our tablet, as this is the only way we can make a difference. Alternatively, you are also welcome to rate us on portals such as: Facebook, Google, TripAdvisor or HolidayCheck. You will find the buttons for this on our homepage [www.waldhotel-kurfuerst.de](http://www.waldhotel-kurfuerst.de).

### **Room cleaning:**

All our rooms are cleaned daily. If you would like to remain undisturbed in the mornings and thus do without your room cleaning, please hang the corresponding sign on your room door.

### **Room service**

At the moment we do not offer room service, but you are welcome to order your meal by phone from your room and we will call you back when it is ready for collection. You can find the current menu on our tablet or on the homepage.

## S

### **Safe:**

For the safety of your valuables, each room is equipped with a safe. This is located next to the door and next to the wardrobe. Only you have access to the contents of the safe by means of a key. You can get the key at reception for a deposit of € 20.00.

### **Sewing items:**

If there are no sewing items in your dessert drawer, please contact us. We can help with minor repairs.

### **Shoe shine machine/shoe shine utensils:**

A shoe shine machine is located on floor 1. You will find small shoe shine utensils in your rooms. If anything is missing, please always ask at the reception desk.



## S

### **Some rooms have a safe with a numerical code**

description

CODE - CHANGE SAFE

- Open safe
- Press the button inside
- Enter the 4-digit number of your choice
- Confirm with button A

### **Support service for in-house technologies**

If you have any questions about logging on to the Internet, or if you need help with the TV, radio or opening the door, please do not hesitate to ask for help at reception.

### **Slippers:**

At the reception you will receive a pair of disposable slippers at the price of 2,00 €.

### **Stamps / Letterbox**

Stamps can be purchased at face value at reception. You may also drop off your mail there.

## T

### **Telephone:**

Please dial 0 first to get an outside line.  
 Then simply dial the desired number.

### **Toiletries:**

If you forget something at home, we have a selection of toiletries available for you at the reception.

### **Towel change:**

On request, we will of course be happy to change the towels in your room every day.  
 If the towels are on the floor, they will be changed. You will also find further information on this in your bathroom.

### **TV:**

You will find an overview of TV programmes at the end of this guide.  
 A current programme booklet can be found on the desk.

## U

### **Umbrella**

ask at the reception

## V

### **Vouchers:**

Of course we issue vouchers, whether a value voucher, or for the restaurant, an arrangement or a wellness voucher. Please contact us.



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## W

### **Wake-up call:**

Lift the handset, dial \*46 it will display HHMM, enter the date, wait for the dial tone, then you will hear a busy tone, put on the headset.

### **Wellness:**

You are welcome to use our in-house wellness area for an energy flat rate of € 5.00 per person per day during opening hours and depending on business volume.

The use of the KurfüstSPA is included in package bookings. External guests can be pampered by appointment. For sauna use, please ask at reception for the registration status.

Massage appointments must be arranged in advance and are only possible from Wednesday - Saturday.

### **Wellness bag:**

Bathrobe, towel, sauna towel and slippers in a practical bag for a rental fee of 10,00 €.

### **Single prices without bag:**

Large sauna towel € 3.00

Bathrobe 5,00 €

Slipper 2,00 €



## overview of the programme

- 1 Das Erste ARD
- 2 ZDF
- 3 RTL
- 4 RTL 2
- 5 SAT 1
- 6 Kabel 1
- 7 Pro Sieben
- 8 VOX
- 9 Super RTL
- 10 NTV
- 11 N24
- 12 Euro News
- 13 Euro Sport
- 14 Sport 1
- 15 Arte
- 16 SWR BW
- 17 SWR RP
- 18 ZDF Kultur
- 19 ZDF Neo
- 20 Channel 21
- 21 DMAX
- 22 RTL Nitro
- 23 Pro 7 Maxx
- 24 Sat 1 Gold
- 25 Tele 5
- 26 HSE 24
- 27 Astro TV
- 28 E8
- 29 EBRU
- 30 HSE 24
- 31 Media Shop
- 32 HSE 24 Trend
- 33 Media Shop
- 34 Mein TV shop
- 35 Regio TV
- 36 Sonnenklar
- 37 Russia Today
- 38 CCTV
- 39 France 24
- 40 TV 5 Mode
- 41 CCTV
- 42 France 24
- 43 Tele 5
- 44 CCTV
- 45 France 24
- 46 Challenger
- 47 Challenger
- 48 Novela TV
- 49 Polonia
- 50 Telemarket
- 51 Wader Plane

Conclusion...





### Reflected

When you visit our house  
then you want to -  
not only feed yourself,  
but to enjoy your meal,  
not only stay overnight,  
but to feel as comfortable as at home,  
not only as a guest,  
but as a friend returning to us.

For more than 40 years, it has been our ambition to  
to give you this feeling.  
Help us, like a good friend,  
so that we may continue to achieve this goal.

Arnicot family  
and the whole team

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