

## Service Guide Hotel and Restaurant Waldhaus - Pulsnitz

### Guest information from A-Z

#### A

##### - Arrival

You can move into your hotel room from 15.00 hrs, or earlier by arrangement.

##### - Address

Our hotel address is:

Hotel \*\*\*Superior Waldhaus Pulsnitz

Dresdener Str. 55

01896 Pulsnitz

##### - Arrangements

In order to provide our guests with a pleasant, eventful and unforgettable stay, we have developed special arrangements, which consist of various accommodation and extensive restaurant services as well as attractive experience and recreation offers.

For further information please contact our staff.

#### B

##### - Baby crib

We are happy to provide you with a bed for your baby or toddler.

Per night including breakfast we charge an additional 10,00 €

##### - Bath stool

A bath stool is available on request at the reception.

- Bank

Credit union Bautzen e.G.

Bahnhofstrasse 35,

Julius - Bold - 3rd place,

01986 Pulsnitz

Phone: 035 91/ 35 54 00

Ostsächsische Sparkasse

On the market 13,

01896 Pulsnitz

Phone: 035 9 55/ 85 60

- Bar

see Restaurant

- bed linen

A daily change of bed linen is possible. The costs for this are € 5,00 € person and bed linen change.

- Board games

We have put together a small selection of parlour games which you are welcome to borrow free of charge. Please contact the service staff.

- Breakfast

Breakfast is served in our breakfast room. Our breakfast times are daily from 07:00 to 09:30 o'clock.

If it is not possible for you to have breakfast at the times indicated, please contact us the evening before so that we can arrange a separate breakfast for you if necessary.

- Cab

If you want to order a cab from your room, you can call the following cab companies:

Chaffeur Service Hillmer

Robert - Cook - Str. 3

01896 Pulsnitz

035 952 / 44 655

Cab - Operation Schreier

Lichtenberger Str. 3

01896 Pulsnitz

035 955 / 44 44 8

Cab Ziegenbalg

Steinaer Str. 4

01896 Steina

035 955 / 70 50 6

- Ceiling

In each wardrobe there are additional blankets according to the number of beds. Please report to the reception if these are not sufficient.

- Check-in

Your hotel room will be at your disposal on the day of arrival from 15.00 hrs.

- Check-out

Please vacate your room by 11.00 a.m. on the day of departure at the latest and hand in your room key at the reception.

- Credit card

In addition to cash payment, you can also pay with your EC card or credit card (VISA and MasterCard).

- common areas

In our house we have various recreation areas.

These are usually open for you from 15:00 o'clock.

We kindly ask you to refrain from eating and drinking any food and beverages you may have brought with you.

D

- Departure

Please vacate your room by 11.00 a.m. on the day of departure and hand in your room key at the reception. If you need to store your luggage after checking out, this is of course possible by arrangement.

- Dinner

We look forward to serving you in our Restaurant Janeks.

The opening hours for hotel guests are from 18:00 to 22:00 (kitchen closing time 21:00).

We will gladly book the invoice for your food and drinks to your room, so that you can pay it as a total invoice on your departure.

- Dogs

Your dogs are also welcome as guests and can be accommodated for 10,00 € per animal per night (without food).

- Doctors

Dr. med. Michael Frenzel

General Practitioner

Bahnhofstr. 7

01896 Pulsnitz

Phone: 035 955 / 72 580

Dr. Andrea Mönkle - Crimly

Specialist for general medicine

Poststr. 9

01896 Pulsnitz

Phone: 035 955 / 72 691

Dr. med. Betina Weinrich

Goethestr. 12

01896 Pulseditz

Phone: 035 955 / 73 850

- Dry Cleaning

If you wish, we can deliver your belongings to the laundry cooperating with us. Please ask for duration and price before.

E

- e-mail

You are welcome to contact us at our e-mail address:

info@waldhaus-pulsnitz.de, which we will then forward to you. Please let us know if you would like to receive an e-mail

expect.

- Emergencies

For emergencies, dial the generally valid emergency numbers:

police: 110

Fire department / emergency doctor: 112

- Excursions

You have many different possibilities for excursions in our region.

Whether hiking tours, boat trips or castle visits, Upper Lusatia offers a variety of sights and experiences. You can obtain brochures at our reception. We are also happy to assist you with the planning of your excursions.

F

- Fire / Fire extinguisher

Fire extinguishers are located on each floor. Please familiarize yourself with the hotel's escape routes on the day of arrival.

- Food and drinks

The consumption of food and beverages brought along is not permitted in all public areas.

We ask you to respect this.

G

H

- Hairdryer

A hair dryer is available in every bathroom.

- Hotel entrance

Our hotel entrance is open from 07:00 to 23:00. In addition, please use our main entrance with your room key.

- Hygiene articles

At the reception you can get further hygiene articles like toothbrush, toothpaste or cotton swabs. For further information please contact our service staff.

I

- Internet

In our arrangement offers and regular bookings the use of the WLAN - internet access is included in the price. You will receive your password and user name during the check-in.

J

K

L

- Laundry service

You are welcome to have your laundry washed and ironed by us.

Time and costs per piece of laundry can be found in the price list in the cupboards. There you will also find a laundry bag.

- Luggage service

If you need help with your luggage, we are at your disposal. Please contact the reception desk.

- Luggage Transfer

It is possible to transport your luggage to your next destination on request. For a transfer of one to ten pieces of luggage we charge 1,50 € per km and piece of luggage.

M

- Mail

The nearest mailbox is located in Pulsnitz, Dresdener Str. / corner of short street.

You can also leave your mail at the reception until 08:00 a.m., it will be delivered by us on the same day of the mail with our in-house mail (except Sunday).

N

- Newspapers/Magazines

In our restaurant we have put together a small selection of newspapers and magazines, which you are welcome to borrow free of charge.

You can read current daily newspapers online on our guest tablet. You can get the tablet against a loan receipt at our reception.

- Night entrance

The night entrance of our hotel is also the main entrance. With your room key you can use this entrance when the hotel entrance is closed.

O

P

- packed lunch

On request we will be happy to prepare a packed lunch according to your wishes. The costs for this depend on the composition of the meals and can be inquired at the reception.

- Parking

Parking spaces are available directly in front of our hotel. Furthermore we have some places in our backyard. You are welcome to use them.

- Payment

In addition to cash payment, it is also possible to pay your bill with EC card or credit card (VISA and MasterCard). For organizational reasons we would like to ask you to pay your hotel bill the evening before your departure.

- Pharmacy

Robert - Cook - Pharmacy

Robert - Cook - Str. 3

phone: 035 955 / 4 52 68

Löwen - Pharmacy

Julius - ziegenbalg - Place 17

01896 Pulsnitz

Phone: 035 955 / 7 23 36

Town pharmacy Großröhrsdorf

Walther - Rathenau - Str. 3

phone: 035 952 / 3 30 31

- Phone

We do not offer a telephone in the rooms in times of smartphone use. If necessary, you can borrow a cordless phone at the reception desk to make undisturbed calls in your room.

German domestic calls to the landline network are free. Calls to mobile networks and international calls are charged according to the destination country and duration.

- Pillow

An additional pillow is available upon request. Please contact the reception desk for this.

Q

R

- Radio

A radio is available in every room via the television.

- Reception

In the time from 07.00 o'clock - 23.00 o'clock you can directly contact our reception. Outside these times you can reach us in an emergency by calling 0175 / 90 500 21.



- Restaurant

Our restaurant is open at the following times:

Monday to Sunday, 18:00 to 22:00, kitchen closing time is at 21:00

- Room bill

We would like to ask you to settle your hotel bill as well as the food and drinks booked to your room the evening before your departure.

In addition to cash payment, you can also pay with your EC card or credit card (VISA, MasterCard and American Express).

- Room consumption

You are welcome to order all dishes from our restaurant to your room during opening hours.

Outside the opening hours you can get a selection of drinks and snacks at our reception between 07:00 and 23:00. Our service staff will be happy to provide you with further information upon request.

S

- Safe

Our rooms do not have their own safes. We have a central safe in our house where you can store your valuables. Please report this to the reception desk.

- Sewing kit

At the reception you will receive a small set of sewing kit at a price of € 4,50.

- Slippers

Slippers are available free of charge on request at the reception.

- Smoking

Please note that smoking is prohibited in all rooms. In case of contraventions we have to charge a separate cleaning flat rate according to the AGB.

- Stamps

You can get it at the reception.

## T

### - Towels

If you need new towels, please put the used towels on the floor so that our cleaning staff knows about it.

### - Transfer of persons

After consultation with the service personnel, it is possible to drive you from or to your excursion or hiking stations or your arrival or departure train connections. Please contact us as soon as possible in this regard.

The price for this service is € 2,50 per km single, subject to availability.

### - Phone

We do not offer a telephone in the rooms in times of smartphone use. If necessary, you can borrow a cordless phone at the reception desk to make undisturbed calls in your room.

German domestic calls to the landline network are free. Calls to mobile networks and international calls are charged according to the destination country and duration.

### - Touchpads

Against receipt you can borrow one of our touchpads at the reception. (Limited quantity: 3 pcs.)

### - TV

In every room there is a television with satellite reception.

## U

### - Umbrellas

You can borrow an umbrella free of charge at the reception.

## V

## W

### - Wake-up service

Please contact the reception if you would like a wake-up service.

- Weather

At the reception you can get information about the current and expected temperatures and weather situations with our weather map with a 5-day forecast.

- WLAN

See Internet

X

Y

Z