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 - *íly welcome*
at



AVALON

HOTEL BAD REICHENHALL
★★★★GARNI

Your hosts, the Hagn family and the entire team wish you a pleasant and relaxing stay in our house.

You will find the right answer to many questions in our overview.

If you still have any questions, please call us under the extension "9" at the reception.

We will be happy to help you.

A

- Adapter** Our usual voltage is 220 Volt alternating current. You will receive universal adapters at the **reception**.
- Address** Our address is:
AVALON Hotel Bad Reichenhall
Bahnhofplatz 14
83435 Bad Reichenhall
Tel: 0049 / (0)8651 / 763 0 * Fax: 0049 / (0)8651 / 763 100
E-Mail: info@avalon-hotel-badreichenhall.com
- Additional blanket/
Additional pillow** By request you can get an additional blanket or pillow. Please ask our staff at the **reception** or the **housekeeping**.
- Air conditioning** A digital control next to the wardrobe allows you to individually set your desired room temperature. Please note that our ventilation system is reset to the preset values **every day at 11:00 am**.
- Airport** The airport Salzburg is around 12 km away from Bad Reichenhall. You can reach it within 15-20 minutes by car via the main road.
- Anti Slip Mat** If you need a Anti Slip Mat for your shower, please contact our **housekeeping**.
- Arrival** The rooms are usually available from 3 p.m. on the day of arrival.
- AVALON** „Each king his island... “
King Arthur once went to the island of AVALON. A legendary environment that gave the legendary king security and strength to plan his strategies for the future. Treat yourself to your island, because you are “king” with us as a guest.

B

- Babysitter** We are happy to help with the organization. Please ask therefore at the **reception**.
- Banks** You find following banks in Bad Reichenhall:
Banks near to the hotel: Volksbank, Postbank and Spardabank
In the city centre: Deutsche Bank, Commerzbank,
Hypo-Vereinsbank and Sparkasse
- Bar “Maximilian´s”** Our **hotel bar** is located on the **ground floor** in our lobby. It is open daily from 3p.m. We would be happy to serve you soft drinks, coffee specialities and alcoholic beverages. You can reach to hotel bar via phone from your room at the **extension 150**. You can also order drinks to your room via room service from 7 a.m. to 10:30 p.m.
- Bathing** In the radius of Bad Reichenhall you find a couple of **open-air baths**, **thermal baths** and **swimming lakes**.
- Bathrobe** A heavy and bulky piece of luggage! For stays of 3 nights or more, we provide you with a bathrobe per person free of charge. If there are fewer nights and if you want to change, we charge **€ 5,00** per bathrobe. In the case of lost, we have to charge you **€ 30,00**.
- Bedclothes** The bedclothes are changed twice a week. If you have special requests outside of these times, please contact our **housekeeping**.
- Berchtesgaden** In addition to the Watzmann thermal baths, an adventure mine and the Königssee, Berchtesgaden also offers you a wonderful view of the local mountains of Watzmann and Jenner. Berchtesgaden is around 20 minutes away from Bad Reichenhall by car.

- Bike rental** You can explore the Berchtesgadener Land with your e-bike directly from the hotel. The AVALON is one of the Nemo-Point rental stations in Bad Reichenhall. You are welcome to borrow one of our city e-bikes from reception for a fee.
- Breakfast** You will enjoy the comprehensive breakfast buffet in our breakfast restaurant „Bergblick“ on the top floor daily from **7:00 a.m. until 11:00 a.m.** Our service staff are happy to serve you coffee, tea or hot chocolate. You can also invite external guests and friends to the breakfast. The breakfast price for non-hotel guests is Monday-Sunday € **19,50** per person and breakfast.

C

- Car rental** You find the next car renting in Freilassing and Salzburg. Our staff on the reception will help you with the organisation.

Freilassing:

Europcar Tel. (0) 08654 / 775820
Sixt Tel. (0) 089 / 66060060

Salzburg:

Avis Tel. (0) 0043 50 / 5858 5800
Hertz Tel. (0) 0043 662 / 852086
Sixt Tel. (0) 0043 1 / 505264004

- Cash** We kindly ask you not to leave your cash and valuables unsecured in your room. Please read therefore more under **Safe**.
- Casino** Visit the casino, it is 300m away from the hotel. It is located in the direction of the city centre on the main street next to the tourist information. With your guest card and a valid form of identification you can enter the casino for free. You can only enter the casino at the age of 21 years.
- Charger** You can receive a mobile phone charger by request at the **reception**.
- Children** Are heartily welcome at our hotel. The nearest playground is in the Karlsark at the end of Mozartstraße.
In the whole hotel parents are responsible for their children.
- Churches** In Bad Reichenhall you find a plurality of churches and chapels of different persuasions. You can read about the different times for church services and prayers in the local magazines.
- Church Service** You can read about the different times for church services and prayers in the local magazines.
- Cigars/
Cigarettes** In opposite of the hotel there is a kiosk. There you can also get cigars, cigarettes and tobacco. You can also gamble there. Please take note that in Germany you are only allowed to smoke at the age of 18 years.
- City bus** With your guest card you can use the city bus line 4 for free. The bus lines 1 and 2 (also free of charge with your guest card) do also drive within Bad Reichenhall and Bayerisch Gmain.
- City tax** The city tax is actually € **3,50** per person per day (at the age of 18 and older). You receive your guest card at the reception, here you can also get an information brochure about free services or discounts which you can get by showing your guest card. The city tax has to be paid at the **reception** and is not included in the room rate.

Cleaning In your room you find a laundry bag and a laundry list. If you hand out it before 09:00 am, you will get your clothes back within 9 hours. For further questions you can always ask the reception staff or the housekeeping.

Clothes hanger You receive additional clothes hangers at the reception or from the housekeeping.

Credit cards Except cash we also accept following cashless mediums: EC card with PIN number, Maestro, Master- and Visacard.

D

Departure Please clear your room on your day of departure **until 11:00 a.m.** After consultation with the reception it is possible in single case to extend until 12 a.m.
In case of a later departure we have to charge you
until 2:30 pm = 25,00 EUR
until 6 pm = 50 % of the accommodation rate
after 6 pm = 100 % of the accommodation rate.

Doctors The reception staff will gladly inform you about the next specialists. You find the emergency numbers under E.

E

E-Bikes You can explore the Berchtesgadener Land with your e-bike directly from the hotel. The AVALON is one of the Nemo-Point rental stations in Bad Reichenhall. You are welcome to borrow one of our city e-bikes from reception for a fee.

Emergency exit Please read therefore more under escape plan.

Emergency numbers **Medical attendance: (0)116117**
emergency doctor: (0)112
Police: (0)110 or (0)08651 9700
Reception: 9

Please note that the reception is not busy between 11:00 p.m. and 6:30 a.m. (However, it can also be reached outside of these times in **emergencies** using the "9" key on your room telephone). In this time, you can only enter the hotel through the entrance door with your room card. The door opens automatically from inside. If it is not possible for you to open the door please also tell this on your emergency call.

Entrances The hotel offers you 3 ways to enter and to leave the house.

- The main entrance at the train station place.
(from **11:00 p.m. until 6:30 a.m.** only with your room card)
- the back door in the inner courtyard (daily with your room card)
- the car lift in the Mozartstraße (daily with your room card)

Escape plan In emergency please take the fastest way out of the house by studying the escape plan of the inner side of your room door.

Express Check out If you have already given us a credit card number or a declaration of cost, you can just give your room card back to the reception on your date of departure. The room bill will be automatically charged by your credit card or declaration of cost.

F

Fax You can bring your private or business fax to the **reception**. The fee is charged per unit (€ 0,35). If you await a fax, the hotel fax has the number 0049/ (0) 8651 763-100.

**Fire extinguisher/
Fire alarm**

Please take a look on the **escape plan** for the position of the fire extinguisher and the fire alarm. If you suppose a case of fire in the hotel please call immediately the **reception** or in the night the police under the number **(0)110**.

Flowers

You find the nearest flower shop if you go about 150 meters in the direction city centre at the opposite side of the street. Gladly our reception staff will organize you an individual bouquet or bunch of flowers for your special occasion.

G

Garage

Please read more under **underground parking**.

Games

Please ask the reception for a cosy game evening.
There is a little variety for company games for you available.

Gym

Our **gym** is equipped with the equipment from the premium brand "LifeFitness" and is located on the **ground floor**. The opening times are daily from 07:00 a.m. to 11:00 p.m.

H

Hair dresser

In the same building like our hotel there is a hair dresser named „Salon Skarabella“. Others are directly in the city centre.

Heating

A digital control next to the wardrobe allows you to individually set your desired room temperature. Please note that our ventilation system is reset to the preset values **every day at 11:00 a.m.**

Housekeeping

You would like an extra pillow, more towels or a daily change of bedclothes? Our chamber maids are always solicitous about fulfilling your wishes.

**hygiene articles /
cosmetics**

You receive several different articles at the reception.

I

**International
prefix numbers**

In the supplement of the A-Z you find a list of the most important prefix numbers from abroad.

Internet

In our house we offer you an entry to the internet via Wi-Fi for free. Please choose the network **AVALON-Gast** and insert the password **2021avalon**

Internet terminal

In our lobby there is a computer with a printer available for you which is free of charge. Here you can check your mails, surf the web or look up for information for trips or routes.

**Ironing /
ironing board**

By request you gladly receive an ironing / ironing board on your room. Please ask therefor the **housekeeping** or the **reception** staff.

Ironing service

The housekeeping gladly cares for crinkled shirts and shorts. If you hand out it before 9:00 am, you will get your clothes back within 9 hours. For further questions you can always ask the **reception** staff or the **housekeeping**.

IT support

If you have any problems with your internet access, please do not hesitate to ask the reception staff.

L

Lake Königssee

In between the fantastic landscape of the Alps of Berchtesgaden you find the lake Königssee in the village Schönau. It is a unique experience to drive with the boat to **St. Bartholomä** and to hear the echo blowers.

Lost property Did you forget or lose something? Our chambermaids take care of the things you lost. Please ask therefor at the housekeeping or reception. Gladly we send you the lost property for a fee.

Luggage service Gladly we help you with your luggage by request. Please ask our reception staff.

Luggage storage You arrive very early on your day of arrival and your room is not ready for occupancy yet? Or you would like to enjoy a day in the surrounding after the Check-Out? Gladly you can leave your luggage at the reception which is free of charge.

M

Magazines You find magazines in the lobby in the news rack. You are welcome to take magazines with you into your hotel room. We would like to ask you to bring it back after a short time.

Minibar All our categories dispose a minibar. There you can find water and soft drinks for free. You are also welcome to use our snack automat on the ground floor at any time.

N

News / Post You await a message, have forwarded papers or a parcel? Please ask at the reception if there is something deposited for you.

Newspapers You find currently newspapers in our panorama breakfast restaurant or at the reception. Please understand that other guests also want to take a look inside the newspapers and so you may not take them with you into your hotel room.

Night-time At the time between 11:00 p.m. and 6:30 a.m. the reception is not busy. If you come back later or are planning to leave the hotel at night-time, we kindly ask you to carry your room card with you.

P

Parking We gladly offer you 11 parking spaces which are free of charge in our inner courtyard. As an alternative read more under underground parking.

Paying methods Gladly you can pay your bill **cash**, by **EC card (with PIN number)** or by these credit cards: **Maestro, Master- and Visacard**

Pharmacy You find the pharmacy emergency service in the actual daily newspaper in the breakfast restaurant, in every pharmacy or at the reception.

Photo copies We gladly copy your documents at the reception. Fee: € 0,10 per A4-page.

Pillows	Please read therefor more under <u>Additional blanket / Additional pillow.</u>
Post	The nearest post office is directly opposite of the hotel, next to the train station. Gladly we bring your post to the mail box or you can easily give it up stamped at the <u>reception.</u>
Predigtstuhl	The local mountain of Bad Reichenhall. At beautiful weather the oldest and in original preserved huge cable railway brings you up to the top (daily from 10 am to 5 pm, every full and half hour). There awaits you a restaurant, an alpine hut cabin and of course various possibilities for hiking.
Public transport	You can reach Salzburg, Berchtesgaden / Königssee , Inzell and Traunstein from Bad Reichenhall by public transport. You receive the timetable for bus and train at the <u>reception</u> or you can look it up at the bus stop or train station.

R

Radio	There is a radio in every bathroom. In addition, radio reception is available on the television in the room.
Reception	The reception is daily busy from 6:30 a.m. until 11:00 p.m. and sees to your wishes and problems. Outside these hours you can reach us <i>in emergency</i> to every time if you dial „0“ with your hotel room´s phone or with the telephone which is available at the reception.
Room cleaning	Your hotel room is daily being cleaned and tidied. If you wish for something for example another pillow or Beth clothes for allergic persons, please ask the <u>reception.</u>
Room service	We are happy to serve you drinks in your room daily from 7:00 a.m. to 10:30 p.m. Please place your order at the reception with the direct number “9” from your room or directly on the hotelbar with number “150” every day from 3:00 p.m.

S

Safe	Our rooms have a safe which can be used with PIN. Additionally, we own a hotel safe at the reception. When the reception is busy you can give your valuables to the reception staff.
Salzburg	The historical Mozart city is always worth a trip. It does not matter if you would like to see Mozart´s birth house, the fort Hohensalzburg, castle Hellbrunn or the cosy historic district (city centre). Salzburg is worth visiting for everyone.
Sauna	Visit our small but cosy wellness oasis with <u>panorama sauna</u> (Finnish sauna ca. 85°C) on the topmost floor of the house. The sauna opening hours are from 1:00 p.m until 9:00 p.m. If you would like to use the sauna please let us know in advance.
Scan possibility	You have the possibility to scan documents <u>at the reception.</u> We will forward you the documents by Email. This service is for guests of the hotel free of charge.
Sewing kit	If you have something to sewing our staff from housekeeping can do that for you. You also find a sewing kit in your wardrobe.
Shoe care sponge	You find a sponge to care for your shoes in your wardrobe in your hotel room.
Shoe cleaner	There is an automat in the lobby which cleans and polishes your shoes.
Shuttle service	Do you need a shuttle service which is not free of charge, e.g. to the airport Salzburg? You can arrange an appointment <u>at the reception.</u>
Slippers	Gladly you receive slippers at the <u>reception</u> for a fee of € 5,00.

Smoking	Smoking is forbidden in the whole hotel. In rooms which have a balcony you can smoke outside on the balcony. An ashtray you can find at the balcony.
Snack automat	There is a snack automat on the ground level in the staircase. There you have the possibility to buy snacks, sweets and drinks all the time.
Sport	It does not matter if you prefer hiking, swimming or climbing, the Berchtesgadener Land with its mountains offers free time and exercise activities for everyone. Read more under <u>e-bikes</u> , <u>bike rental</u> and <u>walking sticks</u> .
Stamps	You receive stamps at the <u>reception</u> or at the post office in opposite of the hotel.
Swimming lake	The nearest and most popular swimming lake is the <u>Thumsee</u> . You reach it by bus, by car or by bike in direction Inzell.

T

Taxi	In opposite of our hotel there is a taxi station at the train station. There you can get a taxi without any problem. For the evening or early in the morning we recommend you to reserve a taxi in advance. For your transfer our staff gladly calls a taxi for you. The telephone number for the taxi station is: (0)08651 / 4545 or (0)08651 / 2727.
Telephone	For calling anyone outside of the hotel, please dial the "0" first and then the telephone number with prefix you would like to call. For calls inside the hotel you can directly dial the room number of your conversation partner. You reach the <u>reception</u> if you dial "9". If you would like to receive a call at your hotel room, then the phone number has to be dialled like this: 08651 / 763 and your room number. A telephone unit costs 0,35 € and you can pay the telephone costs at the Check-Out at the reception.
Television	Our TVs from category "Deluxe" equipped with an Android operating system. You can easily mirror Google Cast functions such as YouTube and Netflix (personal login data) from your smart device to the TV. Please note that the Netflix account must be activated separately, please contact <u>reception</u> for this.
Thumsee	The Thumsee is perfectly suited for swimming, relaxing and for short or long walks. The whole year through there are a variety of things to do. You reach the lake by bus, by car or by bike in the direction Inzell.
Ticket selling	You would like to book a trip or a concert? Our reception staff will help you.
Train station	The train station is located directly in opposite of the hotel on the other side of the street. From here you have a direct connection to <u>Berchtesgaden</u> (Bus line 841) and <u>Salzburg</u> (Bus line 180).
Trips	The <u>reception</u> will gladly help you to organize your day trips.

U

Umbrella	At bad weather there are umbrellas available for free for you to lend at the reception. You can also buy them for € 10,00.
Underground parking	In the underground we offer you on 2 floors around 40 spaces for your car which cost something. The entrance lift is in the Mozartstraße. To use the underground parking, you need an encoding on your room card at the reception. We also need your licence tag and your name. The fee for underground parking is € 15,00 per night per parking space. It is not allowed to park a Hybrid or E-Car in the underground parking area.

V

Vouchers

You enjoyed the stay at our hotel and you would like to give a fantastic holiday experience to your friends or family?
Feel free to create your own voucher on our homepage
www.avalon-hotel-badreichenhall.com

W

Watzmann

It is the most legendary and most major mountain of the Berchtesgadener Land. The Watzmann and the Jenner are the two local mountains of Berchtesgaden.

Wakeup call

Just tell the reception when you would like to be awaked and on the next day you will be woken up by our automatically telephone system by the time you wished. Gladly we will also wake you up from 6:30 a.m. personally. In addition you can also use the alarm clock in your television.

Walking sticks

You can borrow walking sticks free of charge at the reception. In the case of loss, we have to charge you € 40,00 per pair.

Wellness oasis

Visit our small but cosy wellness oasis with **panorama sauna** (Finnish sauna ca. 85°C) on the topmost floor of the house. The sauna opening hours are from 1:00 p.m. until 9:00 p.m. If you would like to use the sauna please let us know in advance.



AVALON

HOTEL BAD REICHENHALL
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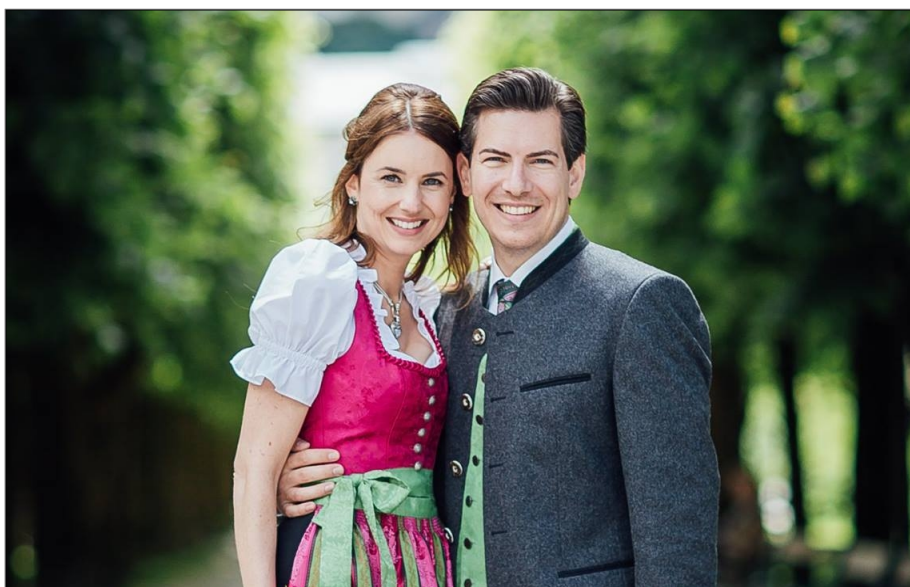
For proposals or ideas for improvement
we are always grateful.

We wish you a nice time in our idyllic town
of cure and a pleasant stay at our house.

Your hosts

Family Hagn

as well as the whole team of the
AVALON Hotel Bad Reichenhall



The most important country prefix numbers

Country	Prefix number
Austria	0043
China	0086
Czech Republic	00420
England	0040
France	0033
Italy	0039
Netherlands	0031
Poland	0048
Russia	007
Spain	0034
Sweden	0046
Switzerland	0041
Turkey	0090
USA / Canada	001

For calling anyone outside of the hotel, please dial the "0" first and then the telephone number with prefix you would like to call.