

HOTEL FRANKENBLICK – GUEST INFORMATION FROM A TO Z

Departure

Your room is available until 10:00 AM on the day of departure.

Please remember to return your room key at the front desk.

Want to sleep in? Take advantage of our Late Check-Out service and extend your stay until 4:00 PM.

Available upon request, subject to availability, and for an additional fee.

Adapters

Various phone chargers are available for purchase at the front desk. You can also borrow an international power adapter there.

Arrival

Check-in from 3:00 PM. Early check-in from 11:00 AM.

Start enjoying our wide range of leisure activities from 11:00 AM on your arrival day with our Early Check-In service.

Available upon request, subject to availability, and for a fee of €30.00 per room.

Alarm

Elevators are out of service in case of fire. Stay calm and follow the emergency exit signs.

The assembly point is located in the parking lot across from the playground.

Outside Line

Please dial "0".

Pharmacy

The nearest pharmacy is located in Heubach (3 km away).

Doctor

Dr. Sallmann, Friedensstraße 13, 98666 Schnett.

Reception will provide information on office hours.

In emergencies, dial (0)112.

Elevator

For safety reasons, the elevator is not in service at night.

Baby Equipment

Changing pads, diaper pails, potty chairs, and toilet seats are available at the front desk for a deposit.

A baby crib (€5.00/night) can be provided upon request — please book in advance by phone.

Bathroom Stool

Available at the front desk upon request.

Bathrobes/Slippers

Rental bathrobes are available for a usage fee of €5.00 and bath slippers for €3.00 at the front desk.

Towels for Pool/Sauna

Each guest receives one complimentary towel for the pool/sauna during their stay. Please present your coupon. Additional towels are available for a fee.

Beauty & Wellness

To make an appointment or for consultation, please contact our wellness staff or the reception desk.

Feedback

Your opinion matters to us – we greatly appreciate your feedback about your stay. Please help us improve by leaving a review after your departure.

Ironing Service / Iron

We are happy to iron your clothes for a fee – please contact reception for details. A laundry bag is in your wardrobe. Irons and ironing boards are available at the front desk for a deposit.

Printing Services

We can print or copy your documents on request. Please contact reception.

Reception

Our front desk is staffed 24/7, so you can check in late at night or check out early in the morning.

First Aid

Band-aids and tick removal tweezers are available at the front desk.

Food & Drinks

Breakfast Buffet: 7:00 AM – 10:00 AM

Dinner (Half-Board): 6:00 PM – 8:00 PM

À la carte: 12:00 PM – 8:30 PM

Coffee & cake in the afternoon

Hotel Bar:

8:00 PM – 12:00 AM (Sunday – Thursday)

8:00 PM – 1:00 AM (Friday, Saturday & Holidays)

Bicycle and Ski Storage

You are welcome to store your bikes and ski equipment in our bike room. Please ask the front desk for access.

Windows

Please close your windows when leaving the room.

Leisure Tips

In the lobby, you'll find tips and event notices for the hotel and the region. Hiking suggestions and trail maps are available at the front desk.

Guest Card & Visitor's Tax

The tourism tax is customary for the area. You will receive your guest card for the municipality of Masserberg at the front desk.

Luggage Storage

You can store your luggage free of charge at the front desk before check-in or after check-out.

Luggage Service

On request, we will gladly bring your luggage directly to your room. Please speak with our staff.

Vending Machine

A vending machine with a selection of alcoholic and non-alcoholic beverages is located in the lobby next to the front desk.

Towel Change

In consideration of the environment, towels are only changed when left on the floor.

Pets

Pets are welcome in the hotel (€20.00 per pet/night). Out of consideration for other guests, please keep your dog on a leash throughout the hotel and its grounds. Dogs are not allowed in restaurants and wellness areas.

Hotel Bill

You may settle your bill on the day of departure from 7:00 AM or the evening before until 10:00 PM. We accept cash, EC, Maestro, Visa, and Mastercard.

Toiletries

Toothbrushes, toothpaste, and disposable razors are available at the front desk for a fee.

Internet

Free Wi-Fi is available in your room and the bar area. Login details are available at the front desk.

Bowling Alley

Our hotel has two bowling lanes. Reservations can be made at the front desk for €10.00 per lane per hour.