

INFORMATION A - Z

Dear guest,

a warm welcome to the DIE GAMS Hotel · Resort. We are happy to have you as a guest in our hotel. Our purpose is to make your stay as comfortable as possible. You are welcome to inform us of your wishes and constructive criticism during your stay. Please find attached some information that may be useful during your stay.

Best regards

your Team DIE GAMS Hotel · Resort

A

Activities	You will find our animation and leisure program in the information office on the ground floor as well as on the notice boards and of course at the reception.
Adapter	All sockets are equipped with 230 V/50 Hz. International socket adapters and telephone adapters are available at the reception.
Allergies	Please inform us about allergies or food intolerances. Allergy-free bed linen as well as correspondingly adapted meals are available for you with timely registration. Our house is awarded the ECARF quality seal for allergy-friendliness.

B

Baby articles	Baby articles, such as bottle warmers, alarms, changing station... may be ordered from our reception, free of charge but subject to availability.
Baby cots	Baby cots can be supplied by arrangement with reception for a fee.
Banks	Sparkasse Allgäu Fuggerweg 2 87541 Bad Hindelang Raiffeisen Bank Markstrasse 15 87541 Bad Hindelang
Bar / beer bar	Our hotel bar / beer bar is open daily from 7 pm.
Bathrobes	Bathrobes and slippers can be ordered from the reception for a fee.
Bicycle parking	At the bottom of the west you will find the bike room, where you can park your bike. Access is possible with your apartment key.
Bicycle hire	We will be happy to provide you with e-bikes for a fee from April to October. Please reserve in time at the reception.
Breakfast	Enjoy our breakfast buffet in the restaurant daily from 7 am to 10.30 am.

Bad Hindelang-Plus Card

Your "Bad Hindelang PLUS" card will be sent to you on arrival, please remember to return this with your departure. In case of loss or break we will charge you € 10 per card. If you receive a card upon arrival, the free services are available during the travel period. The validity of the card corresponds to the booked nights.

C

Check In	Your apartment is ready for you from 4 pm, early arrival is possible on request.
Check Out	We ask you to vacate your apartment by 10.00 am. Your luggage will be deposited at the reception for you. If you wish to leave after 10.00 am, please contact the reception. "Express Checkout" can be enabled if the reception team has already received your credit card deduction or a statement of cost absorption before the day of departure.
Cigarettes	A cigarette maker is located in the basement. Smoking is not allowed in the hotel. Ashtrays are available to you in the outdoor area or on your balcony.
Conference room	Our conference room "Hirschberg" with 42 m ² offers the best conditions for your seminar/conference for up to 15 persons. Please ask for more information! E-mail: tagung@die-gams.de or call 08324984 0 / reception.
Cosmetic articles	Additional cosmetic products are available at the reception desk. (cotton pads, cotton buds, body lotion ...)

D

Defibrillator	Located at the front desk. Our staff will be happy to assist you.
Doctor	Please contact the reception. Our staff is glad to help you.
Dogs	Dogs are welcome. Please always hang the door sign on the outside of the door when your dog is alone in the room. Please note that your apartment will not be cleaned during this time.
Do not disturb	If the room is not to be cleaned or if you do not want to be disturbed, please hang the sign for the door. Alternatively, you can dispense with the cleaning service. Hanging the card provided for "Simply doing good" until 7 am in the morning to the room door and donate € 5,00 for a good cause. Fresh towels are provided at the reception.
Drinks Machine	A coin operated machine is located in the cellar area under the reception.
Drinks Bills	You can pay your bill in the restaurant or at the hotel bar. Alternatively, we will be happy to book your room bill, if signed by you and supplemented with your room number.

E

Emergency	The most important numbers we have summarized for you on the list next to the telephone.
Emergency exits	Please follow the instructions in the corridors.
Emergency Doctor	Please contact the reception. Our staff will be happy to assist you.
Events	You can find hiking suggestions, excursion and event tips in the information office on the ground floor and at any time at the reception.
Extension	In your apartment you can be reached directly via the following phone number: +49 8324 / 984 + your apartment number

F

First Aid	First Aid box you will find at the reception desk.
Fax Service	You can send or receive faxes at reception for a fee.
Feedback	Your opinion is important to us! Please take a few minutes to complete the evaluation card on the apartment. In this way, we can optimize our service and respond better to your wishes. Tell others on visit.de, Tripadvisor, Facebook of your stay in our house. Alternatively, you can use the I-Pads at the reception.
Fire	The automatic fire alarm system will inform you by telephone in 3 languages. Information about escape routes can be found in the anteroom of the apartment and in the corridors.
Fire extinguisher	Are on every floor in the hallways.
Fitness Room	Our fitness room is in the middle building. 3rd floor. Opening hours: Daily from 8 am to 8 pm. Children under 16 years only accompanied by parents. Smart cards for the fitness room are available at the reception.
Football	You are welcome to follow the current Bundesliga games and other interesting sports events live via Sky in our hotel bar.

G

Games	A variety of board & card games is available at reception.
Gifts & Souvenirs	You would like to surprise a special person with a voucher? A selection of value vouchers for the restaurant or wellness are available at the reception.
Guest lift	You will find one guest lift each in the central building and in the west wing.

H

Hotel lobby	We are happy to serve you in our newly renovated hotel lobby. You can find our current offer in the beverage and menu cards.
Hotel Parking	Hotel parking is free on the designated pitches in the outdoor area.
Hygiene articles	A small selection of toothpaste, toothbrush, razor can be obtained for a fee at the reception.

I

Internet Access	Internet accesses in the hotel lobby you can use our PC with free internet and printing. There is also free Wi-Fi in the hotel lobby. You will receive your personal access code at the reception. Free Wi-Fi is available in the apartments. Access to the reception is available at reception. LAN connection cable you can borrow for € 10,00 deposit.
Ironing	Ironing board and iron are available at the reception.
Ironing service	If you need assistance with ironing - please contact us. Ironing for a fee.

L

Laundry Service	Please hand in the laundry bag (in your apartment) at the reception. The fees for dry cleaning are listed in the price list. Return date by arrangement.
Left Luggage	We can store your luggage in our secure luggage room. If you need assistance with your luggage, please contact the reception.
Linen change	Your apartment is cleaned daily. T - Towel change on request. Change of bed linen at least once a week or on request. Please contact us.
Lost & Found	Guests who lose or find property are asked to contact reception.
Loungers	In the summer, sun loungers and parasols on our lawn are available for free use. The lawn is next to the sun terrace.
Luggage	We will gladly deposit your luggage in our secured luggage compartment. If you need help with your luggage, please contact the reception desk.
Luggage trolleys	On the left of the lifts in the hotel lobby and at the top of the vest entrance, luggage trolleys are ready for you. Please remember: you need € 1.00 or a chip.

M

Maps	The local map and the surrounding area is available at the reception.
Massage Studio/ Cosmetic Salon	The massage and cosmetic studio is located on the third floor in the building. Our reception team will be glad to reserve your desired date.
Minibar	On your apartment you will find a selection of minibar offers (drinks and snacks). For prices please refer to the enclosed price list. Please report the consumption to the reception at the latest on departure.

N

Newspapers	You can get different newspapers at the reception for a fee. Your submission papers are available at the reception.
Non-Smoking	The Hotel · Resort DIE GAMS is a non-smoking hotel. In case of disregard, we charge a fee of € 150,00 per apartment.

P

Packed Lunches	You are welcome to pay for a lunch package at the reception by 6.00 pm the day before. For adults € 8,90 and for children € 4,50.
Payment	Please pay your bill at the reception. In addition to cash, we also accept EC card. Advance payment by bank transfer / Pay Pal is possible.
Pillow	Extra bedcover- & pillows are available on request.
Play Area	You can reach the children's playground via the meadow next to the underground car park entrance. Another lawn is located opposite the car park. In the 3rd level in the main house opposite Apartment 322, the game room offers entertainment, fun and games. Another playroom for the little ones is located next to the main entrance. The use of the devices is at your own risk, parents are liable for the damages of their children.

Pharmacies	Drei Kugel Apotheke Marktstr. 22 Phone +49 (0) 8324-328 Falken Apotheke Färbergasse 2 Phone +49 (0) 8324-323
Photocopy	Photocopy- and Scan service is available for a fee at the reception.
Postcards	are available at the reception.
Post / Messages	You can send your letters and postcards at the reception. These are delivered daily to the post office. Your message mailbox is located next to the reception.

R

Radio programs	You receive radio programs via the TV set. Please refer to our program description overview.
Reception	Our reception staff are always happy to help. The reception is open 24h. Your wishes & suggestions will be gladly accepted in time from 07 am to 9 pm.
Rental charge	E-bike, hiking sticks, snowshoes can be borrowed at the reception for a fee.
Rental	For example Bicycle, toboggan or ski equipment InterSport WAIBEL Tel. +49 (0) 08324/2528 Bad Hindelang
Relaxation room	After your sauna session you can relax in the relaxation room on the 3rd floor. Access with the blue chip on your room key.
Restaurant	Breakfast: 07.00 am to 10.30 am à la carte menu: 12.30 pm to 09.00 pm Dinner time: 05.30 pm to 08.30 pm In order to avoid a high rush for you, the dinner time will be divided according to the occupancy of the hotel. Subject to change without notice.

A small excerpt from our menu:

- Bouillon from the Bavarian beef with fry noodles or ravioli strips
- Crispy panini from the grill:
 - Gamsini: with ham, mountain cheese, fried onions, pickled cucumbers, remoulade
 - Thunini: with tuna, fresh onions, remoulade and cheese (v)
 - Vegini: with tomato, mozzarella and basil pesto (v)
- Fitness Salad: colourful lettuce, house dressing, roasted chicken breast strips, cherry tomatoes, cucumber and mozzarella slices
- Hindelang sausage salad with onions and pickled cucumbers, mustard dressing, garnished with mountain cheese and farmhouse bread
- Allgäu „Kässpatz'n“ with fried onions and chives (v)
- Many delicious desserts – for example caramelized „Kaiserschmarrn“
- And also for the younger guests there is our "kids card"

Room Keys	You can put your key into the key box at the reception during the day. Please do not forget to leave your key on the day of departure at the reception.
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S

Safe	There is a safe in your apartment. There you can deposit your valuables.
Sauna	Relax in our saunas with three saunas. Finnish sauna, bio sauna and steam bath. The entrance is on the 3rd floor in the middle building. For access to the sauna area, you need the blue chip on your room key. Opening hours: Daily from 2 pm until 10 pm: mixed sauna. Except Wednesday from 2 pm to 5 pm: Ladies only sauna. For children under supervision (up to and including 14 years) from 2 pm to 8 pm
Sauna Towels	Cosy sauna towels are available for you in the sauna free of charge.
Scanning service	You can get this service for a fee at the reception.
Sewing supplies	You will receive a sewing kit free of charge in your apartment.
Shoe cleaning	In the hotel lobby and at the upper west entrance there is a shoe shine machine. If you wish, you can obtain a shoe cleaning set at the reception. For cleaning your hiking boots you will find a water basin with accessories next to the entrance to the underground car park.
Shoe cleaning set	You will receive a shoeshine kit free of charge in your apartment.
Shuttle	Taxis to the town or train station in Sonthofen (7 km) for a fee. Registration in time before arrival and departure at the reception.
Ski Storage	At the bottom of the entrance is the ski room, where you can adjust your skis. Access with apartment key possible. The key for the ski lock is available at the reception.
SKY TV	You are welcome to follow the current Bundesliga games and other interesting sporting events live via Sky in our hotel bar.
Swimming Pool	Our indoor swimming pool is located next to the reception and is open daily as follows: Adults from 07.00 - 22.00 / Children up to 14 years 10.00 - 20.00 Please observe the swimming pool rules. Parents are liable for their children.
Solarium	For a fee you can use our solarium on the third floor in the building. Solarium chips are available at the reception (maximum 4 chips per person from 18 years of age) Opening hours: Daily from 07.00 to 22.00 hours
Stamps	Stamps are available at the reception.

T

Table Football	For a fee, you can use table football on the 2nd floor in the west wing. Access is by your room key. Please remember to pay € 1.00 per game.
Table Tennis	Also in the west wing on the 2nd floor is the table tennis room. Bats and balls are waiting for you in the table tennis room. Access is by your room key.
Telephone	For external calls please dial "0". We charge € 0.15 per unit. Guests can make free phone calls within the hotel. The most important numbers we have summarized for you on the list next to the phone.

Tourist Information The tourist information Bad Hindelang advises you - Tel. +49 (0)8324-8920.

Towel Exchange Towels on the floor means: Please exchange.
Towels on the holder / hook means: I use them one more time.

TV programs The program list can be found in your apartment next to your TV set.

TV Sport Live TV Sport is on show in the bar (German **SKY** Sport)

U

Umbrellas If you need an umbrella, please contact the reception.
Deposit is 10 €.

V

Village Parking With your Bad Hindelang Plus Card, you can park in the public areas of Bad Hindelang free of charge.

Vouchers Our reception team will gladly provide you with value vouchers.

W

Wake-up Calls We will be glad to call you. Our reception staff will welcome you in the morning.

Washing machines Coin operated washing and drying machines are located in the basement.

Water aerobics Free for you from Monday to Friday. The current times can be found in the weekly program.

WLAN / WIFI You can use WLAN free of charge throughout the hotel.
You will receive access data at the reception.

Nice, to have you here!



The Team DIE GAMS Hotel · Resort
wish you a nice and relaxing stay