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*Personal*  
**Guideline**

[www.hotel-zur-riss.de](http://www.hotel-zur-riss.de)



Hotel zur Riss

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Personal Guideline

## Welcome to the Hotel zur Riss,

this informational brochure is your guideline to our venue. It contains any important information required to help in making your time with us as enjoyable as possible. We will be happy to answer any additional questions personally.

We wish you a pleasant stay.

### Arrival

Dear guest, this is your room and we would like you to enjoy your stay as much as possible. Please let us know of any additional requests you might have. Our reception personnel is available to you from 6.30 am up until 10.00 pm.

### Allergies

The beds and bed sheets in each of our rooms are allergy friendly. If you are bound to a particular diet or food intolerance, please let us know at the reception.



### Beds & Bed sheets

Our French beds are 2m long and 1.20m wide. Cherry stone or spelt pillows as well as additional pillows or bed sheets will be available to you as requested. All of our sheets and pillows are regularly cleaned.

### Ironing Service

Please address your requests to the reception or housekeeping. You will receive back your ironing as quickly as possible. Alternatively, you may borrow iron and ironing board from us for your personal use.

### Chemical Cleaning

Within your cupboard you will find a laundry bag to be handed in at the reception. Please fill in the enclosed list carefully and hand it in together with your laundry. You will find all prices on the list. Laundry given to our reception on week days until 9.00 am will be returned in the

### Check-in & Check-out

can be handled comfortably via Self-Check-in and Self-Check-out using our hotel's key safe. The expenses of your stay can be paid by credit card transaction without further ado.

course of the following day. On weekends or holidays, laundry will be cleaned at your request. The Hotel zur Riss is not liable for any shrinkage, discoloring or desaturation that might occur.

### Assistance

is our passion: our reception is open to your questions and requests, whether you need our ironing service or a personal wake-up call.





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### Breakfast

From 6.30 am to 9.00 am during week days and from 7.45 am to 10.00 am during week-ends, we offer a balanced and varied buffet at our breakfast room.

### Garage

You are welcome to rent a parking space in our garage for 5.00 EUR a day. Please contact our reception. The parking spaces next to our facilities are free to use.

### Money and valuables

For safety reasons we urge you to refrain from abandoning your money, jewelry or other valuables. The Hotel zur Riss is not liable for cases of valuables gone missing within your room. Please deposit your valuables in the safe at the reception.

### History

- 1962 construction as „Hotel Reith“
- 2006 takeover by the Dietrich family and rebranding to „Hotel zur Riss“
- 2012 complete renovation of the rooms and the entrance area

### Extra

At your request, the reception will provide to you:

- daily laundry service
- breakfast items in case of glucose or gluten intolerance
- a bathroom stool
- a cot
- additional sheets or pillows

### Rental Bikes

Are you planning a bike tour? For a small fee of 5.00 EUR we will provide you with men's and ladies' bikes. Use those bikes expressly at your own risk. Please check in with the reception a day in advance. Cycling maps, saddlebags and repair kits for the bikes can also be rented at the reception.

### Escape routes

Each room is equipped with a plan of escape routes in case of fire. Please check the escape routes carefully and do not use the elevators in any case of emergency.

**Emergency phone number (in-house): 24**

### Free time activity

In our foyer we keep a selection of different flyers and brochures with information around the region. Among them, you will find a range of offers for sports activities and event recommendations. Bikes for men and ladies can be rented in-house for a small fee of 5.00 EUR. Please contact our reception for further suggestions.





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### Luggage service

We are happy to move your luggage to your room or back to the car. Please call our reception using the internal number **24**. You are welcome to lock your luggage in our luggage room even after the check-out. Please give us notice.

### Drinks

The mineral water in your room is free to consume. More drinks are available at our vending machine for snacks and drinks at the ground floor of the hotel.

### Door keys

Please carry your keys with you when leaving the hotel or returning after 9.00 pm. For safety reasons, we may urge you to immediately inform us about missing keys. In the case of their disappearance, we have to calculate costs at the size of our expenditures (250 EUR) for the installation of new lock cylinders at our front and room doors.

### Hotel Capacity

20 single rooms, 12 double rooms and a breakfast room rentable to host events up to 45-50 people

### Your requests

are important to us! Please notice us directly so that we can make your stay with us as enjoyable as possible.

### International socket adapter

available at our reception at your request

### Internet – WLAN

WLAN is provided free of charge. You will find more information inside of our guest folder.

### Refreshments

A vending machine will provide you with small snacks in between meals.

### Credit cards

We accept VISA, EURO and MASTERCARD in addition to debit card payments.

### Rechargers

are available at our reception.

### Feedback

Dear guests, your opinions are very important to us. Please take the time to fill out our questionnaire to aid us in recognizing and correcting any mistakes.

### Sewing service

Lost a button? – no problem. One call to our housekeeper with the number **24** is enough. Small mendings can be done immediately. We are happy to redirect greater repairs to experts.

### Non-smoking rooms

We ask you to refrain from smoking in your room. New tenants and we will be thankful. We immediately charge 150 EUR in cases of non-compliance.

### Emergencies

Police	110
Fire Department	112
Red cross GER	92210

In case of fire, please follow the warning and escape signs.

### Online

You require an internet connection? Internet@Hotel is provided to you free of charge. You will find the manual for it in your room.

### Price information regarding telephone charge

within Germany	30 Cents / min
mobile network GER	30 Cents / min
Locked numbers:	0190, 0900 etc.





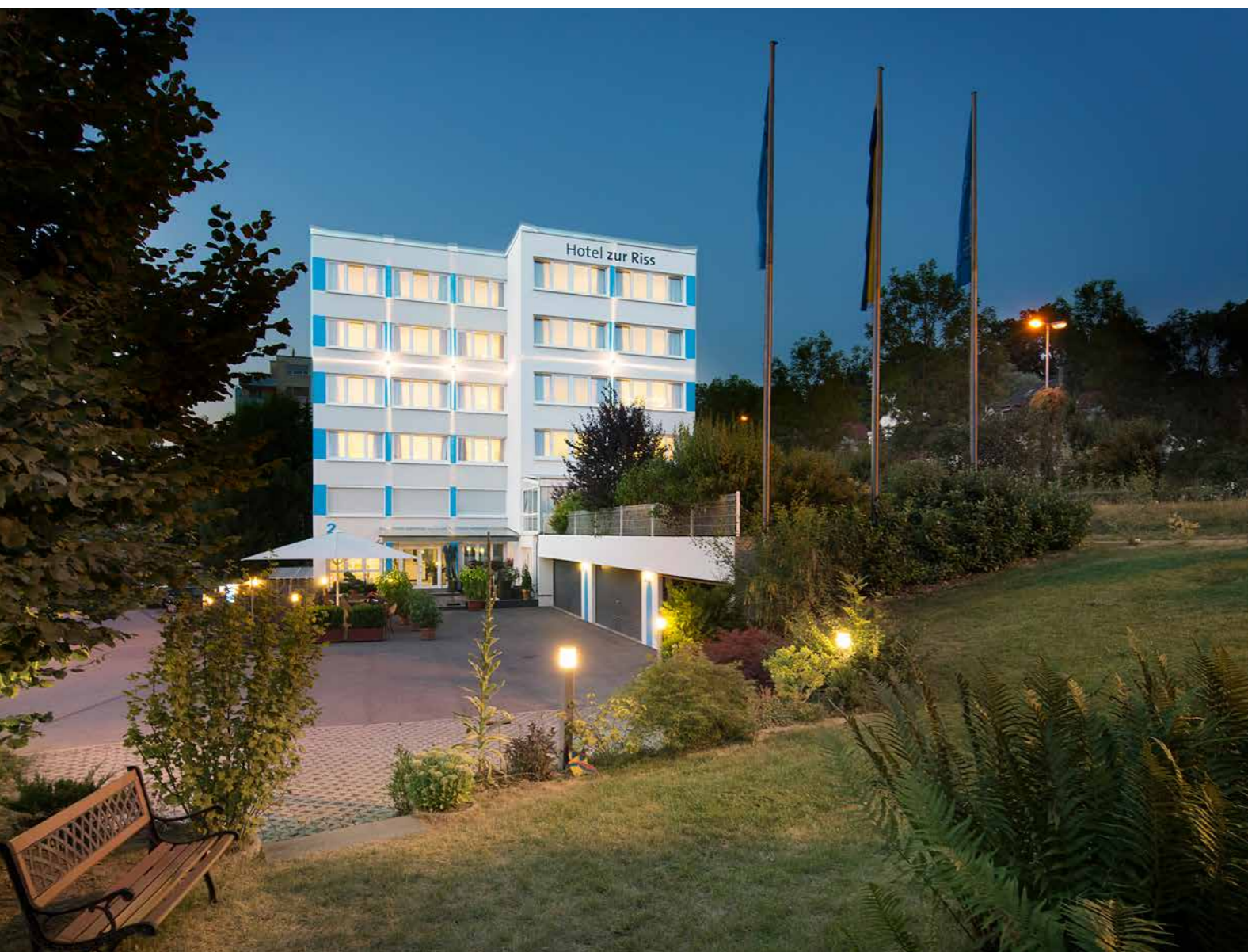
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### Parking space

The parking spaces next to our facilities are available to you free of charge. Our reception will be happy to provide you with a rental space in our garage for a fee of 5.00 EUR a day.

### Quality

We carry a 3 star rating by the German standard of classification for hotels and inns and do our best to retain those standards by fulfilling the requests of our guests. We invite you to give us notice at the reception should you be dissatisfied with any of our services.

### Smoke alarms

Our hotel rooms and floors are equipped with smoke alarms. Should your smoke alarms ACTIVATE, please contact us immediately.

### Umbrellas

are available to you free of charge in the entry area.

### Reception

Our reception is occupied from 06.30 am to 10.00 pm. Should you want to depart in the morning before 06.30 am, please settle your bill on the previous day. We are available using the internal phone number **24**.

### Shoe cleaning accessories

are available to you in your bathroom.

### Services

In order to use the wake-up service by phone, please call the reception. Our safe can be found at the reception (central).

### Shuttle service

Would you like to go to the train station? Do you want to be taken to a particular place or local site? We are happy to call you a taxi. We will calculate and forward the costs to you. Please contact the reception a day in advance.

### Taxi

Our reception will be happy to receive your preorder.

### Personal hygiene articles

Did you forget to bring your comb, toothbrush or other hygiene articles? No problem. All necessary equipment will be ready in your bathroom.

### TV und radio

Please follow the menu points shown on screen. Choose international TV channels such as the following:

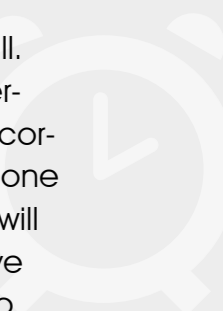
- news channels
- children's channels
- common TV channels
- German radio stations

### Environment

We provide bikes to nearby businesses at the cheap rate of 5 EUR.

### Wake-ups

You may request to be woken up via phone call. Please dial in your preferred time to wake up according to the provided phone manual. Our reception will also be happy to receive your request for wake-up calls using the internal phone number **24**.





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### Washing the laundry of our guests

Within your cupboard you will find a laundry bag to be handed in at the reception.

Please fill in the enclosed list carefully and hand it in together with your laundry. You will find all prices on the list. Laundry given to our reception

on week days until 9.00 am will be returned in the course of the following day. On weekends or holidays, laundry will be cleaned at your request. The Hotel zur Riss is not liable for any shrinkage, discoloring or desaturation that might occur.

### Change of laundry

Do you wish to have your towels changed daily? Please place them on the floor of your bathroom.

For a daily change of sheets, please put the respective sign onto your bed.

### Newspapers and magazines

A selection of all common newspapers is provided to you at the foyer free of charge.

### Last but not least

The Hotel zur Riss team is available to you from 6.30 am to 10.00 pm.

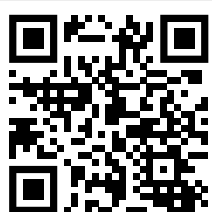
We wish you a pleasant stay.





*You will find us here:*

Uferstraße 2  
88400 Biberach  
Fon 0 73 51 / 50 43 - 0  
Fax 0 73 51 / 50 43 - 50  
info@hotel-zur-riss.de  
[www.hotel-zur-riss.de](http://www.hotel-zur-riss.de)



Directly to booking via smart phone:

[www.hotel-zur-riss.de](http://www.hotel-zur-riss.de)