

# Guest Information

## Welcome to the Hotel Etol Baden-Baden

We are pleased to welcome you as our guest and we will do our best to make your stay in the beautiful city of Baden-Baden unforgettable

**Reception:** You may call the reception under the number “120”

**Room key:** Your room key is also the entrance key of the main front door. Please take the key with you if you should be back late. The front door is locked after 21.00h.

Should you have taken the key with you on check out by mistake, please inform us and send it back.

Lost keys price 200€ Locks for the hotel door 3800€!!!

**Breakfast:** Our breakfast buffet is open from 7.30h till 10.30h. Please help yourself. Our team will gladly help if you do have special requests. The breakfast room is on Souterrain level next to the reception.

**Telephone:** Each of our rooms is equipped with a direct-dialling-phone. The price for each unit is 0,30 €. If you want to make a call outside the hotel, a long-distance or international call, please dial “0” for a direct line and then the number.

**Fax:** The reception will gladly send your faxes and/or forward incoming faxes to you.

Our fax number: +49 (0) 7221 973 47 111

**Minibar:** Please help yourself with soft drinks from the minibar at no charge.

Please have a look at our brewage list for additional drinks.

The reception will gladly help.

**Check in 14.00h**

**Check out by 12.00h**

**Wake-up call:** Please contact the reception. We will gladly activate your phone-wake-up call.

**Television and radio:** The order of the channels of which you may choose is listed on the backside of your remote control. You may receive radio channels via your TV set. Please mind your neighbours. Thank you.

**“Please do not disturb”:** The housekeeping service is daily between 8.00h and 12.30h. If you wish to sleep longer and/or do not want to be disturbed please put the sign “Please do not disturb” outside your door. When you leave the room please turn the sign round in order to have it cleaned.

**Valuables-Safe:** Your valuables are best stored in your room safe. If you should have further questions and/or wishes, please do not hesitate in contacting our reception. We are at your disposal.

**Important phone numbers: Medical emergency: 19 222 Night porter 0173 4542 937**

**Bathrobes / slippers**

On request, we can provide you with bathrobes and slippers in the room for free.

**ACCOMMODATION:** 23.00 to 07.00. We ask you to be as quiet as possible after a cheerful evening, with respect to the already sleeping guests.

**allergenic bedding**

If you require allergy bedding, please tell us at the latest on the day of your arrival.

**post**

You can give us your posts anytime – we will send them away for you.

If you receive posts during your stay we will hand it to you as soon as possible.

**ADAC**

Gewerbepark Cite 22, 76530 Baden-Baden Tel: 0800 5101112

**Ironing service**

Please ask at the reception for an ironing board

And Iron – we will bring it to your room.

In the period from 12 o'clock to 20 o'clock pm our employees can iron for you.

The return is within one hour.

**Chemical cleaning**

If you want your clothes cleaned please hand them to the reception. Please use a laundry bag therefore. You can give us your laundry from Monday to Friday and we will return it to you within 9 hours. However, on weekends and public Holidays it can take longer.

**Flowers**

Flowers can be ordered at the reception

**Ice**

Ice can be ordered at the reception

**sewing service**

Should you have a problem with your clothing please contact the reception. Small repairs (e.g., sewing the button) can be done at the hotel, in case of major repairs the clothes will be given to a tailoring.

**Reception**

Telephone number: 120

The opening hours of our reception: Monday-Sunday and public holidays from 7am to 8pm  
In the reception area you will find a telephone number which you can call in urgent cases

**Reception**

Our reception is open 24 hours a day and can be reached with the Telephone number 0173-4542937.

**visitors**

We ask our hotel guests to register their room visitors at the reception.

The primarily Intention is to protect the guests.

A visitor who is staying overnight will be count as a second

Room occupant which leads to an increasement of the the room rate.

For further information and prices please contact our

Reception staff.

**Wireless-Lan**

All rooms are equipped with free WiFi,

**Photocopying and scanning**

of course, please report to the reception.



## **Guest Information A-Z**

### **Arrival/Departure**

On the day of arrival reserved rooms are at disposal from 2 p.m. check-out till 12 noon on the day of departure. Please contact the reception if you wish to depart on a later hour. Of course, you may leave your luggage at our luggage room (reception).

### **Additional bed**

An extra bed, bed linen, towels etc are provided on request. The charge for an extra bed is 30 Euros ( breakfast included). Please be so kind as to inform the reception in time.

### **Airport Transfer**

TAXI M&W +49 (0) 1578/4008930

### **Airports**

#### *Karlsruhe/ Baden-Baden*

Halifax Avenue B420 (Terminal)  
D-77836 Rheinmünster  
Telephone: 0 7229 / 66-2000  
Telefax: 0 7229 / 66-2309  
Email: [info@baden-airpark.de](mailto:info@baden-airpark.de)

#### *Stuttgart*

Flughafen Stuttgart GmbH  
Flughafenstraße 43  
70629 Stuttgart  
Tel.: 01805 948444 (14ct/Min.)  
Telefax: 0711 948-22 41  
Email: [info@stuttgart-airport.com](mailto:info@stuttgart-airport.com)

#### *Frankfurt am Main*

Hugo-Eckener-Ring  
Frankfurt Airport Services Worldwide  
60547 Frankfurt/Main  
Telephone: 01805 FRAINFO\* (3 72 46 36)



### **Banks**

Baden-Württembergische Bank  
Sophienstraße 10  
Tel: 07221 301850  
day & night ec-ATM  
Opening hours: daily 9:00-13:00

### **Commerzbank**

Augustaplatz 4  
Tel: 07221 21010  
day & night ec-ATM  
Opening hours: daily 9:30-13:00, Mo.+Wed.:14:00-16:00hr ,  
Tues+Thurs. till 18:00 hr, Fre.: 9:30-14:00

### **Deutsche Bank**

Sophienstraße 2  
Tel: 07221 272-0  
day & night ec-ATM –Cash Group  
Opening hours: daily 9:30-16:00hr, Tues.+Thurs. till 18:00 hr

### **Sparkasse Baden-Baden Gaggenau**

Palais Hamilton  
Tel: 07221 274-230  
day & night ec-ATM  
Opening hours: daily 8:30-17:00 hr, Thurs. till 18:00 hr

### **Volksbank Baden-Baden Rastatt eG**

Sophienstraße 14  
Tel: 07221 503-0  
& night ec-ATM    Opening hours: Mon+Thurs.: 9:00-18:00  
hr  
Tues.+Wed.+Fri.: 9:00-17:00 hr

### **Bathing shoes**

Free of charge at the reception.

### **Bike rental**

Expore Baden-Baden on bike.

You can rent-a-bike at the Kurhaus-, Vintcenti-, and Festspielhaus public garage.  
They also have child seats and shopping baskets on request.  
Daily from 8 am till 6 pm. Reasonable fees. You will need your ID.



## **Breakfast**

Our breakfast buffet is served from 7:30 am to 10:30 am. Start your day with fresh bread rolls along with a cup of cappuccino or tea. You will find a large and rich choice on our buffet: German bread, toast, cornflakes, fruit salad, yogurt, cheese, salmon, jam... only to mention a few. The breakfast room is on the lower level.

You have to depart before 7:00 o'clock in the morning? No problem. We will arrange a lunch package for you. In this case please inform us the evening before your departure. For our guests we also offer lactose-free and gluten-free breakfast on request.

## **Car rental**

### *Europcar*

Baden-Baden Oos	
Sinzheimer Str. 79 A	Tel.: 07221/ 5 06 60
Rheinmünster, Baden Airpark	Tel.: 07229/ 66 56 34

### *Sixt GmbH & Co*

Autovermietung KG	
Wilhelm-Drapp-11	Tel.: 07221/ 39 07 77

## **Children**

Children are very welcomed. Children up to 3 years can sleep in their parents bed for free. We charge € 30,00 for an extra bed.

## **Cinema / Cinems**

Are you interested in a breakfast/brunch movie or maybe a sneak preview or English films? The Cineplex Baden-Baden is the right place to be.

Please contact

Ortenaustraße 14  
76532 Baden-Baden  
Tel: 07221 9229000 Fax: 07221 - 922 9099  
E-Mail: [baden-baden@cineplex.de](mailto:baden-baden@cineplex.de)

or the reception for further information



## Churches

### Catholic Churches

Stiftskirche, Marktplatz

Sun.: 9.30hr-main worship service, 19.00hr-Vespers

St. Josef, Lichtentalerstr. 90

Sat.: 18.00hr, Sun.: 11.00hr

St. Bernhard, Bernhardusplatz

Sun.: 11.00hr

### Alt-Kath. Church

Spitalkirche, Römerplatz 13

Sun.: 10.00hr – conversation with the pastor

Wed.: 16.00hr-17.00hr

Fri.: 20.00hr Ecumenical Taizé Prayer

### The Christian Community

Fremersbergstr. 64,

Tel.: 07221/ 623 16

### Evangelical Churches

Stadtkirche, Augustaplatz,

Tel.: 07221/ 906 725 and

Tel.: 07221/ 391 302

Sun.: 10.00hr

### Lutherkirche, Lichtental,

Hauptstr. 51

Tel.: 07221/ 979 80

Sun.: 10.00hr

### Evangelical Lutheran Church

St.-Johannis-Kirche, Bertholdstr. 5

Sun.: 10.00hr

### United Methodist Church

Christuskapelle, Lichtentalerstr. 77a

Sun.: 10.30hr- worship service

Sun.: 10.30hr-Sunday school (every first Sunday of month)

Tel.: 07221/ 32 933 or 07083/ 24 64

### Romanian Orthodox Church

Stourdza-Kapelle

worship service on request

Tel.: 07221/ 285 74

### Russian Orthodox Church

daily open 10-18hr

Tel.: 07221/ 390 634 and

Tel.: 07221/ 72 991

worship service every 1. + 3. + 4. weekend:

Sat.: 17.00hr

Sun.: 10.00hr



## **Complaints**

We would like to know if you are dissatisfied with something in our hotel. Our reception staff always has a friendly ear for all your worries.

## **Doctors**

General physician	Porrmann, Bernd Dr. med. Schillerstr.1      Tel.: 07221/ 2 99 09
Orthopedist	Sperling, Jürgen Dr. med. Lichtentaler Str.2   Tel.: 07221/ 3007800
Dentist	Dr. Dewaguet, Jasmine Sophienstr. 47      Tel: 07221/24459

For further information on doctors and/or hospitals please contact reception

## **Do not disturb**

Put the "red card" on your room door, if you don't want to be disturbed or/and when you do not want your room cleaned.

## **Environmental Protection**

Environmental Protection has a huge meaning for us. Refillable soap dispenser, more variable towel changing, heaters on radiators, breakfast buffet with low packaging, waste separation and much more are quite natural for us. If you want, you can also contribute:

Turn off the lights and TV when you leave the room. Turn the water taps off well too. Take part in the variable change of towels. Use the basket in the room for paper waste, the basket in the bathroom for everything else. Place empty bottles next to the basket. Please consider: We have only borrowed the earth from our children!

## **Fire extinguishers / fire stairs / emergency exit**

The position of the fire extinguishers and emergency exits can be found in the orientation plan on the inside of your room door. Also there are corresponding signs on the floors.



**Fire extinguisher**

A fire extinguisher is located on each floor.

**Fan**

We will gladly bring you a fan in your room.

Please contact reception.

**Garden**

Relax in our garden, which is open on summer days from 9am to 8pm o'clock.

**Hairdryer**

A hairdryer can be found in the bathroom in all rooms

**Hair stylist**

There is a hairdresser next to the hotel (left hand). We recommend to make an appointment in advance. Of course, the reception staff will help you if you are in need.

**Iron/ Ironing board**

We will gladly bring you an iron and ironing board in your room.

Please contact the reception.

**Keys**

Please take your room/ main entrance key during your stay at the Hotel Etol with you as the reception is only occupied till eight p.m.

Please return hotel keys on departure.

Lost keys will be charged.

**Laundry**

Laundry bags can be found in your wardrobe.

Please bring your laundry to the reception before 9 a.m.

You can also bring your laundry to "Augusta-Textilreinigung" at Lichtentalerstr. 33-35.

For further information please contact reception.

**Lost and found**

In case you lost a personal belong in town please contact:

Bürgerbüro Briegelacker

Briegelackerstraße 21

76532 Baden-Baden



### **Luggage service**

Of course, we offer a luggage service and help you with transporting your luggage.

### **Museum**

*Museum Frieder Burda*

Lichtentaler Allee 8b, 76530 Baden-Baden  
Tel: +49 7221-3989830  
Fax: +49 7221-398980

*Staatliche Kunsthalle*

Lichtentaler Allee 8a, 76530 Baden-Baden  
Tel: +49 7221-300763  
Fax: +49 7221-38590

### **Night portier**

Our reception is open from 7:30 am to 8:00 pm.

Our night portier is available on mobile number 0049 (0)173 4542 937.

### **Pillow**

If you need another pillow please ask or call the reception (# 100) so we can bring it to your room. You can choose between a feather filled pillow and a one consisting of 100% polyester.

### **Post office**

You will find a post office at the “Wagener” department store – pedestrian zone.  
We can gladly help you out with stamps and postcards. Please contact reception.

### **Power supply**

220 V AC. You can ask for Power and telephone adapters at the reception.

### **Safety razors and shaving cream...tooth brush...tooth paste...hair comb**

Is available in all rooms in the bathroom.



## **Shoes**

The shoe cleaning machine can be found on the ground floor in the lobby. Optionally you can ask a worker at the reception for cleaning your shoe. Shoe finishing can also be found in your own bathroom.

## **Sports**

### *Golf Club Baden-Baden*

Fremersbergstr. 127, 76530 Baden-Baden  
Tel.: +49 (0) 7221 23579  
18-Hole Gentlemen: 4260 m, CR 63,9; Par 64;  
Slope 122  
Dames: 3826 m, CR 65,1; Par 64; Slope 118  
Open: March to December from 8.30 am

### *Horse Riding*

Allee Reitstall  
Gunzenbachstrasse 4a, 76530 Baden - Baden  
Telefon: 07221-970 700-0  
Telefax: 07221-970 700-1  
E-Mail: [info@allee-reitstall.de](mailto:info@allee-reitstall.de)

### *Ballooning 2000*

Baden-Baden GmbH  
Dr. Rudolf-Eberle Straße 5, 76534 Baden-Baden  
Telefon 0 72 23/6 00 02 oder 07221/6 00 03  
Telefax 0 72 23/6 00 05  
Email: [Info@Ballooning2000.de](mailto:Info@Ballooning2000.de)

### *Bowlingcenter Baden-Baden*

Im Rollfeld 4, 76532 Baden-Baden  
Telefon 07221 – 39 88 17  
Fax 07221 – 39 88 18  
E-Mail [info@bowlingcenter-baden-baden.de](mailto:info@bowlingcenter-baden-baden.de)  
Internet [www.bowlingcenter-baden-baden.de](http://www.bowlingcenter-baden-baden.de)  
Open all year round from 10 am to 1 am. Weekend till 3 am



### **Vouchers**

We are happy to offer you an individual voucher depending on your wish and your budget - from a glass of sparkling wine to an overnight stay in our suite!

### **Wake up service**

If you wish a wake up service please contact the reception (#120). Our reception staff always tries to set your wake-up calls correctly. Unfortunately, however, we cannot completely exclude technical and human errors and therefore ask for your understanding that we cannot accept liability in case of a false or missing "wake-up"-call. No reimbursements can be made.

### **Welcome Drink**

Enjoy your welcome drink in your room! You can drink a Serino mineral water.

**Towel change** Towels are changed every day Eco-friendly guests change less ...

### **Bill**

Our reception desk is open from 7am to 8pm. The night porter  
Can notify you of your invoice outside of these hours, or give an invoice or the possibility to settle your invoice the previous evening ♦ until 8.00 pm.



## Minibar

We will gladly fill your minibar with additional soft drinks and alcoholic beverages at regular prices. The reception is at your disposal  
Price and beverage list below.

### Beverages

For orders please contact the reception #120

Black Forest Natural water	0,5l	3, 50 €
Serino Mineral water medium/classic	0,75l	3, 00 €
Coca - Cola	0,33l	2, 50 €
Bionade soft drink	0,33l	2, 50 €
Apple juice /grape juice	0,2l	2, 00 €
Orangina	0,25l	3, 00 €
Tannen Zäpfle Pilsner	0,33l	2, 50 €
Affentaler Spätburgunder	0,25l	4,50 €
Red wein		
Affentaler Riesling	0,25l	4,50 €
white wein		
Piccolo	0,2l	5, 00 €
Geldermann Sekt	0,75l	25, 00 €
Sparkling wein		
Jack Daniel´s Whisky	5cl	5, 00 €
Vodka Gorbatschow & Lemon	330ml	4, 00 €
Ramazotti	0,03l	3, 50 €
Cognac	0,03l	4, 00 €
Kuemmerling	22ml	3, 50 €
Underberg	20 ml	3, 50 €
Bacardi	0,03l	4, 00 €
Campari Soda	9,8cl	4, 00 €
Snack package	Pck.	2, 00 €
Chocolate bar		0, 70 €