



HOTEL
die Wälderin



*From A*rrival *to Z*zzzzzz

Read A-Z
online



At Home in the Mountains

We warmly welcome you to Mellau with relaxed hospitality and modern Vorarlberg architecture. In the heart of the Brengenzwald, in the middle of an outdoor paradise, and directly at the entrance to the Mellau-Damüls hiking and skiing area.

We wish you a delightful holiday, your Frick Family & the Hotel die Wälderin Team

ARRIVAL & DEPARTURE

Your room will be available from 3 pm on the **day of arrival**.

On the **day of departure**, we kindly ask you to vacate your room by 11 am.

Of course you can use the room for a longer time, depending on our availability. For a **late check-out** please contact the reception in advance. A late check-out fee will be added to your account.

Please note that there may be waiting times at check-out (between 10.30 and 11 am). In order to avoid this, we recommend that you pay your bill earlier and then hand in only the room tickets.

For a quicker journey back home, you are welcome to use our **express checkout service**. Please inform us of the corresponding billing address or your credit card details in advance. This will give us the chance to prepare everything in advance.

BANK & ATM MACHINE

Our nearest bank and ATM machine is located in the village centre of Mellau:
Raiffeisenbank, Platz 58, 6881 Mellau

BARRIER-FREE

All our public areas are barrier-free and wheelchair accessible.

We also provide wheelchair accessible rooms. If you need any further information, please get in touch with our reception team. They are available to you from 8 am to 21 pm.

BATHROBES & TOWELS

If the bathrobe in your room does not fit to your liking, you can exchange it for a different size at the front desk. You can also get extra towels and slippers at the front desk, if required. To protect the environment, no towels are stored in the wellness area.

BICYCLES

You are welcome to store your bicycle in our bicycle storage room. You will receive a key card to access the storage room. A € 20,- deposit will be charged to your room, which will of course be cancelled as soon as the key card has been returned to the front desk.

CHARGER FOR ELECTRIC CARS

On the Level UG 1 we provide 3 chargers for electrically powered cars. In case you would like to charge your car, you will receive a chip from one of our front desk agents to activate the charger. Per day we charge a service fee.

CHECK-IN & CHECK-OUT

> look up: Arrival & Departure

COOLING

> look up: Heating

COPY, SCAN & PRINT

The reception staff will be more than happy to assist you in scanning or copying documents, should you need it.

DEPOT & LUGGAGE ROOM

We provide a luggage room free of charge.

DOCTORS & PHARMACIES

- * **Dr. Heidi Kaufmann:** +43 5518 21100, Brand 547, 6881 Mellau
- * **Dr. Josef Schwarzmann:** +43 5514 30000, Pelzrain 757, 6870 Bezau
- * **Katharinen-Apotheke:** +43 5514 20102, Platz 39, 6870 Bezau

DOGS & PETS

Unfortunately, dogs and other pets are not allowed inside the hotel area. Thank you for your understanding.

EMERGENCY NUMBERS

| | |
|---------------------------|------------|
| * Ambulance: | 144 |
| * Police: | 133 |
| * Fire Department: | 122 |
| * Euro-Emergency: | 112 |
| * Alpine rescue: | 140 |

FEEDBACK & SUGGESTIONS

We value your feedback - therefore, we ask you to give us your impressions. There will be a short questionnaire in your room, where you can give us your honest feedback and suggestions for improvement. We would be delighted if you could throw the completed questionnaire into the box at the reception. Thank you very much for helping us improve.

GYM & FITNESS AREA

Our gym, which is available daily from 7 am to 21 pm free of charge, offers you balance and the opportunity to work out.

HEATING/COOLING

Your room is heated via underfloor heating. You can adjust the room temperature on the display in your room by 2 degrees up or down.

The heating system will warm the room to the set temperature, while cooling will activate once the set temperature is reached.

High outdoor temperatures may affect the room temperature.

LOBBY & BAR

The large and bright lobby is the ideal place for cozy moments in a pleasant atmosphere. Enjoy an aperitif before dinner or relax after a day in nature with fine drinks & cocktails. Our tip: Be sure to try one of our homemade cakes.

LOST AND FOUND

If you have lost something or find a lost item, please contact our team at the reception.

LUGGAGE ASSISTANCE

Do you need help with your luggage? Contact our front desk by dialling 500 on your room phone.

MEAL TIMES

We place great emphasis on fresh and local products and look forward to preparing creative delicacies for you.

At your day of arrival, our service team will guide you to your reserved table in our restaurant.

- * Breakfast: 7.30–10.30 am
- * Lunch snack: 12.30–14 pm
- * Dinner: 18–20.30 pm

Have you made dinner plans somewhere else? Please inform the reception and we will deduct a partial amount from your invoice.

If you suffer from allergies, please inform the reception at your day of arrival.

We are happy to respond to your wishes and needs in the best possible way.

NATURE SPA

We provide relaxing, refreshing and soothing wellness treatments. We have a variety of massages for your well-being.

Kindly arrange your treatment at the reception by calling 500 on your room phone.

NIGHT ENTRANCE

Our main entrance closes at midnight. If you arrive later than midnight, you will be able to open the door with your room key.

NON-SMOKING

We are a non-smoking hotel. You are welcome to smoke in our outdoor area or on our balconies.

PARKING

Your car can be parked in our underground car park (you can choose your slot- maximum height 2,10m). The barrier to the underground car park can be opened with your room key.

PAYMENT BY CARD

We accept the following cards: Mastercard, V-Pay, Visa, EC-Bankomat

POOL AREA

Our light-flooded bathing world is open for you from 7 am to 21 pm and offers:

- * Whirlpool (34°)
- * heated indoor and outdoor pool (31°)
- * kid's pool (31°)

Please note: We cannot be held liable for valuable objects stored in the locker rooms.

RECEPTION

For any questions, wishes, suggestion and uncertainties, you can reach the front desk between 8 am and 9 pm by calling 500 on your room phone. After the reception closes, our team at the hotel bar will be more than happy to assist you.

Did you forget something at home? We can help you out with a tooth brush, tooth paste, shavers, adapter, etc. Kindly ask the front desk agents.

RENT YOUR SKIS (WINTER) & BICYCLES (SUMMER)

Across the street you can find the shop **Sport & Mode Natter**, where you can rent ski (& boots) during winter, as well as bicycles in summer. Hotel guests at Hotel die Wälderin get a 10% off the normal rent. The staff at the front desk would be more than happy to assist you with renting your equipment.

ROOM KEY

Our room keys serve to open your room, the main entrance and the barrier to the underground car park.



ROOM CLEANING SERVICE

Our housekeeping team cleans your room daily. Upon request, they can also change the bed sheets on a daily basis.

In case you have some items of clothing to wash or to iron, kindly put them in a laundry bag and hand it over to one of our front desk agents.

- * **Ironing service** from 8 am to 4 pm:
€ 29,- per laundry piece
- * **Washing and ironing** from 8 am to 4 pm:
€ 49,- laundry piece
- * We provide irons and ironing boards to you free of charge.

In addition, we can provide you with:

- * a stool for the shower
- * a variety of different pillows, a soft mattress overlay for a relaxing sleep
- * an electric kettle

For our youngest guests (upon request):

- * a fall out protection
- * a kid's stair for the bathroom
- * bottle heater, diaper bin, baby bathtub

ROOMSERVICE

We provide room service for food & drinks (chargeable):

- * € 20,- for beverages from 8 am to 12 pm
- * € 30,- für food from 7.30 am to 8 pm

For any wishes kindly contact the front desk by calling 500 on your room phone.

SAFE

Each of our rooms comes with a built-in safety box, which you can program and lock with your individual code.

SAUNA AREA

Our spacious sauna-wellness-world is open to you from 11 am to 9 pm and offers:

- * Finnish Sauna: 90°C
- * Panoramic Sauna: 60°C
- * Mystic-Steam: 55-40°C
- * Mountain-Flower-Steam: 55-40°C

Please note: We can not be held liable for valuable objects stored in the locker rooms.

SHOE CLEANING SERVICE

We provide a shoe cleaning service within 9 hours for € 25,- per pair.

SHUTTLE-SERVICE

We are pleased to arrange a shuttle service for you **upon request**. The costs will be calculated by the distance of your drive.

SKIDEPOT

During your skiing holiday you can leave your skis and ski boots in our ski depot (1st floor in the house Birke). You can unlock the storage with your room key. There is 1 locker for each room, which is clearly marked with your room number. If you need more space, please contact the reception.

STITCHING SERVICE

We provide a stitching service within 24 hours for a fee of € 49,- per piece.

You will also find a small stitching set in your room, free of charge.

TELEPHONE

- * **Internal calls:** pick up the speaker – dial room number or reception
- * **External calls:** pick up the speaker – press the button 0 – dial your extension

Country codes:

- * Austria: +43 * Italy: +39
- * Germany: +49 * France: +33
- * Switzerland: +41 * Netherland: +31

TOURIST OFFICE

The tourist office is located in the village centre of Mellau next to the church:

Opening hours:

- * MO-FR: 8-12 am and 1-5 pm
- * SA: 8-12 am

TV

The program overview and the TV program can be seen after switching on the TV. Press the button Guide on the TV remote.

VOUCHERS

Gift a loved one something that nobody ever has enough of: time! We will be happy to issue a voucher for you.

WAKE UP CALL

Kindly contact the reception to arrange a wake up call.

WIFI

Our free WIFI is available to you in all of our rooms and areas of the hotel, except on the ground floor (Level 0) and in our bathing and sauna world (Level 1).

Password: Mellau383

ZZZZZZ

We wish you a restful sleep. If you need anything, such as an extra pillow, please feel free to contact the team at the reception.

Your connection home

Scan the code and start surfing!

