



Guests ABC

for the Hotel “Bahnhof Balingen”

HOTEL BAHNHOF BALINGEN



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1 Activity program

See weekly program

2 Allergy sufferers

Please contact the reception desk if you require special hypo-allergenic bedding and/or if you dependent on specific foods.

We have a room with special room cleaning

3 Arrival and departure

Arrival times: from 16:00h to 20:00h

By prior arrangement also earlier / later

Departure times: until 11:00h

Where can luggage be left before check-in / after check-out?

Luggage can be deposited at the reception desk of the Hotel in the middle of the 1st floor. Or on the ground floor at the railway ticket office, during their opening hours: Monday-Friday from 8:00h to 18:00h and Saturday from 8:00h to 13:00h.

4 Bar

See Attachments: list of beverages "Cafe la Gare".pdf

Where is the in-house bar?

On the ground floor we have a bar with draught and bottled beer, and other alcoholic and soft drinks in the "Café la Gare"

Opening hours: from 17:00 to 23: 00h

<http://www.cafelagare.de/getraenke.htm>

http://cafelagare.de/index_htm_files/Getraenkearte%20Cafe%20la%20Gare.pdf

5 Bathrobes

Where can the guest get a bathrobe?

If you need a bathrobe please contact the reception

What are the fees?

5 €

6 Beverage fridge

During the opening hours of our café you will receive all the drinks that are available directly at the bar.

You can also have drinks delivered to your room from 18:00 to 22:00h.

In addition, you can choose from a somewhat limited supply of chilled drinks in the fridge at the end of the corridor on the first floor. Please enter the removed bottles in the supplied list.



7 Bike rental / e-bike rental

Would you like to take a trip on a bicycle? We are happy to provide you with men's or women's bikes for free. The use of the bicycles is at your own risk. Please contact the reception the day before. Cycling maps, saddlebags and bicycle repair kits can also be borrowed.

E-bikes for half-day or day trips are available for house guests at a reduced price.

Tested and award-winning tours can be retrieved from our guest app or via zollernalb.de.

8 Bike repair

You can have your bike repaired on Wednesday and Friday afternoons by our service technician. For self-service emergency repairs on your bicycle, there are various spare parts available. If required, an electrical compressor is also available to give your bike the necessary tire pressure.

9 Bike storage

Where is the in-house bicycle storage room?

You can deposit your bike / e-bike in the premises of our e-bike centre

Our staff will take the vehicle from you and hand it over again.

10 Breakfast

See mealtimes

11 Bus stop

Immediately on the North side of the hotel is the main bus station where city buses as well as interregional connections depart.

The most common mini-timetables for bus lines in the area around Balingen are available at the entrance of the hotel on the first floor. During the opening hours of our DB railway ticket office you can obtain travel information and get a print from your desired connection.

12 Café terrace

When the weather is good, our outdoor terrace is open from 8:00 to 23:00. At lunchtime and in the evenings, you can choose from the menu which is full of culinary delights, for example in the afternoon a cooling sundae or a piece of our homemade cakes and pies. In the summertime you will also be offered different ice variations.

13 Chargers / adapters

See International socket adapter

14 Children's offers

See document: current

In our house are currently no child-specific offers available.

In the nearby village of Ostdorf (at 2,2km distance) you can find "Berolino" game and climbing world located on: Bangraben 23, Ostdorf.

Opening hours: Mondays - Fridays from 14:00 to 19:00h and

On Saturdays / Sundays, or on public holidays from 10:00 to 19:00h.



Your children have the opportunity to engage in a variety of activities.

15 Children's equipment

What children's equipment is available (such as cot, high chair, changing mat)?

High chair, changing mat, cot

Is the child equipment included?

Cot €5, - per day

16 Child care

Would you like to go out without your children / child? We are happy to order you an experienced nanny. Please contact our reception.

17 Cinema

See bali-kino.de

The Bali-Cinema is located within close proximity of the hotel, on the other side of the street. The Cinema has 7 halls and a rich range of film programs.

Close enough to pick up a movie ticket in advance and avoid having to queue during the prime time of the movie launches between 18:20 and 20:30.

The modern facilities and the attractive film program ensure a pleasurable visit to the cinema.

18 Doctor

An up-to-date list of emergency services and medical directory is posted at the reception. If you are not feeling well, please do not hesitate and contact us at the reception as soon as possible.

19 Dogs

Dogs are allowed. We ask you to ensure that your four-legged friends do not disturb the other guests by barking.

20 Dry cleaning

In your closet are laundry bags for the laundry to be delivered at the reception. Please fill in the enclosed list carefully and hand it over with the laundry. The prices can be found on the list.

If you hand in your laundry at the reception on weekdays until 09:00, you will receive it back during the next day. On weekends and public holidays this service is on request. The hotel is not liable for shrinking, discolouring or lack of colour fastness of the articles.

21 Duvet

In the closet you will find a blanket. An extra blanket can be requested at the reception free of charge.

22 E-bike

See Bike



23 Escape routes

Our hotel is equipped with a fire alarm system. In case of alarm, you must leave the building immediately. The hotel is divided into two separate fire sections. When leaving the building, follow the emergency markings.

In each room there is a plan on the escape routes by fire; also in the respective corridors. Please take a close look at the escape routes.

24 Events

In our information desk and at the reception we have a lot of flyers and brochures about sports and upcoming events and with information about Balingen and the Zollernalb.

The Guest App also provides up-to-the-minute information on cultural and sporting events.

25 Family offers

In addition to the possibility to expand the accommodation with a cot, we have two family rooms with a connecting door.

So parents have the opportunity to enjoy their stay with us and still have an eye on the "little ones" if necessary, without having to walk across the hall. Of course, both rooms have their own sanitary facilities.

Ask for the Family rooms when you book.

26 Festivities

For special occasions, we will gladly put together menu and buffet suggestions. We make your celebration special, whether small or large and according to your wishes.

For larger events, you can rent our connected Café from a number of 50 people, perfect for dinners or private parties.

27 Front door key

See Room key

28 Games

At our reception desk we have a collection of games available. Please return the games completely after use, so that the next guests will be able to enjoy it.

29 Guest card

The tourism department of the district office is currently in negotiations for a guest card, which includes the free or discounted admission to various tourist attractions nearby and in the surrounding area.

With a rented room, guests receive free admission to the Balingen indoor pool in the autumn / winter season, or the Balinger outdoor pool in the summer season from mid-May to early September.

This card is available at the reception.

As a guest who has booked a package offer of the Zollernalb hiking weekend, you will receive a ticket to visit the Hohenzollern Castle or the "Badkap" leisure bath for the whole weekend in addition to the Naldo combi ticket.



30 Hair dryers

Every room has an electric hair dryer in the bathroom cabinet under the sink (in the “Royan” room in the sofa bed).

31 Hiking weekend

See document: Home

As a participant of the Zollernalb-hiking-weekend, you will receive not only the hotel offers (two nights, dinner, breakfasts and packed lunches for the hiking tour) but also a lot of information about your tour offers.

In the Information desk in the entrance area of the 1st floor we have a variety of information, as well as the most common mini-timetables for you.

Information can be obtained from our employees, the website of WFG-Zollernalb, as well as through the guest app, or website.

As a guest who has booked a package offer of the Zollernalb-hiking-weekend, you will receive a ticket to visit the Hohenzollern Castle or the Badkap leisure bath for the whole weekend in addition to the Naldo combi travel ticket.

32 Hygiene products

See Toiletries

33 International socket adapter

Upon request, you will receive an international socket adapter at the reception.

The same applies to the popular chargers, if you should have forgotten the charger for your smartphone / mobile phone / tablet at home. A deposit of €15, - will be charged, which will be refunded upon check-out.

34 Internet terminals in the room

Each room is equipped with a LAN connection via which the TV signal is transmitted.

Should you wish a direct connection to our internet; Let us know. You will then receive a router for direct cable access.

35 Ironing board and iron

Please contact the reception.

36 Ironing service

Please contact reception or housekeeping. You will receive the ironing within an hour.

37 Laundry service

In your closet are laundry bags for the laundry to be delivered at the reception. Please fill in the enclosed list carefully and hand it over with the laundry. The prices can be found on the list.

If you hand in your laundry at the reception on weekdays until 09:00, you will receive it back in your room by 18:00. On weekends and public holidays this service is on request. The hotel is not liable for shrinking, discolouring or lack of colour fastness of the articles.



38 Leisure

Cinema, see Cinema

Town hall / climbing hall

Swimming pool / sauna see events

Or weekly program / activity program

39 Library

On the first floor you will find a selection of different reading material. We ask you to treat the reading material with care, in the interests of the following readers and return them after use.

In addition, you have the opportunity to read books from the “Red Bookcase”, which is located next to the entrance of the Train station building on the ground floor. Books from this bookcase can be taken and exchanged at any time.

40 Linen change

See room cleaning

41 Luggage service

Of course you can have your luggage transported to the room or downstairs by our staff.

Ask us.

42 Mail

Your incoming mail can be picked up from your room compartment at the reception desk at approximately 11:00 am. Stationery and postcards are available at the reception.

You can buy stamps at the reception desk and also hand in your outgoing mail.

43 Mealtimes

See Attachments: Menu “Café la Gare” 2018 06.pdf

Breakfast:

Monday to Friday 6: 30h to 10:00h

Saturdays / Sundays 8:30 - 11: 00h

Lunch (also half or full board):

Lunch à la carte:

Monday-Sunday 11:30 to 14: 00h

Afternoon snack / coffee and cake:

Dinner (also half or full board):

Dinner à la carte:

Mondays to Sundays from 18:00 to 22: 00h

Sweet and savoury pastries / snacks are available throughout the day from our counter.

Menu is attached



44 Money and valuables

For insurance reasons, we ask you not to leave any valuables, jewellery or money in your room or vehicle.

We can not be held responsible for lost valuables in your room. Please deposit your valuables in the safe at the reception.

45 Newspapers and magazines

See reading material

46 Operating instructions

The exact instructions for using the mobile phones are located in each room in the top drawers of the bedside cabinets.

On the back of the phone, a four-digit number code is printed, with which the mobile phone can be unlocked after having pressed the red button for more than 2 seconds.

The M1 button is set to speed dial to the reception, the M2 for service and on the M3 for emergency service.

47 Parking

There is free parking for cars and motorbikes at the house.

48 Payment methods

We accept cash and payment with the German ec-Karte.

Used services (including orders from the Café la Gare) can be written on your room account

The accommodation costs and the costs for additional services are settled separately.

49 Pharmacy

The nearest pharmacy is the “Bahnhof Apotheke”, which is located within walking distance at Bahnhofstr. 21. Walk down the “Bahnhofstrasse” (The main road in front of the Hotel) towards the city centre, it is about 100m on the right side. You can reach the pharmacy by phone at +49 (0)7433 21418.

Medication from the pharmacy can be delivered at our reception desk.

50 Phone

We invested in fast Internet and have a fibre-optic connection and thereby offer fast WLAN.

For guests who still require a telephone, we provide easy-to-use mobile phone. Ask us about it.

You will receive the telephone with a short manual. The most important telephone numbers, reception, housekeeping and emergency service are programmed for speed dial. The M1 button is set to the reception, M2 for service and M3 for emergency service.

51 Pillows

You want extra pillows? Please let the reception know!

52 Printer

We have a DIN A3 network printer; on request guests can use it for printing from mobile device via Bluetooth.



Ask us about it.

53 Quality management

We are classified with ___ stars according to the German Hotel and Inn classification and always strive to comply with the given standards and to fulfil the wishes of our guests.

If a service is not to your satisfaction, we ask for notification at the reception or via our digital guest folder.

54 Questionnaire - Your opinion is important to us!

Are you satisfied, what can we do better? We kindly ask you to give us your opinion on the enclosed questionnaire. You can drop the completed questionnaire in the mailbox in the foyer or drop it at the reception. Be sure we take your suggestions seriously. Many Thanks.

You also have the opportunity through the guest app to pass on your comments / criticisms and suggestions.

55 Reading material

You can buy the common daily newspapers as well as weekly magazines in our café. The current daily Zollern-Alb-Kurier is available free of charge in our breakfast room.

56 Reception times

The reception is always open from 8:00 to 21:00h.

In case the reception desk is unmanned during these times, you can reach the receptionist by phone at 07433 2780264 in urgent cases.

57 Rental

See bike rental

58 Restaurant opening hours

Hot meals are available from 11:30 to 14:00 and 18:00 to 22:00 from Monday to Sunday.

If you have any need for a snack, a small meal outside this time window; ask us! In addition to the always offered cold food, we can certainly make you an acceptable offer.

59 Rest periods

We would like to ask you to show consideration for your neighbours during the time of your stay and respect the night's rest period from 23:00 to 6:00h.

60 Room cleaning

The rooms are cleaned daily.

If you do not want cleaning, let us know. As a small bonus for the saving working hours and cleaning products you will receive a free hot beverage, of your choice, per day.

Would you like a change of towels? Please put the towels on the bathroom floor.

If you also want a daily change of bed linen, please contact us.



61 Room key / card

The room key is the chip card that you receive at check-in. With this you will always have access to both the staircases South and North, as well as to your personal room.

Please let us know immediately if you have lost your card so we can block it. For the new card an additional handling fee of €5,- will be charged.

62 Room service

Various cold and hot drinks as well as a selection of dishes can be ordered from the room service card and delivered in your room between 08:00 and 23:00.

63 Safe

See money and valuables

64 Sewing service

A trained seamstress is available in case of mishaps to make minor repairs.

Ask us.

65 Shoe polisher / Shoe polish utensils

We have a shoe polish machine on the ground floor of the north staircase.

Wet and dirty hiking boots can be cleaned in the basement with a specially designated washbasin. The access is signposted.

Here you will find not only various cleaning equipment but also care utensils and shoe polish.

66 Shuttle service

The hotel is located near the main public transport hub, so you can start your tour in all directions quit easily.

If you need a taxi, please ask us. We are happy to organize this for you.

Or you can reach the taxi companies directly under the numbers:

Taxi Momo 07433 9556222

Taxi Schairer 07433 9989908

Taxi Mühl 07433 6666

67 Smoke detectors

We have a central fire alarm system and our hotel rooms and hotel corridors are therefore equipped with smoke detectors.

If the smoke detectors give ALARM, please leave the building immediately and find yourself at the meeting point outside in front of the large staircase of the waiting room entrance.

68 Smoking

We are a strictly non-smoking hotel.

Smoking in the building is not permitted. Please also note our terms and conditions on this topic.



You have the possibility to smoke in the outdoor area of the café. You can buy tobacco in our café.

69 Sports

See leisure and bike rental

70 Supermarkets

In in close proximity, towards the city centre is the B2-Bio-supermarket, where you can buy groceries as well as the daily necessities.

From the train station stairs you can see the LIDL supermarket, across the road.

71 Taxi

See shuttle service

72 Tickets

During opening time from 8:00 am to 6:00 pm on weekdays, as well as 8:00 am to 1:00 pm on Saturdays, our DB railway ticket office is open in the house. Here you can obtain travel information and buy tickets directly.

In the entrance area of the hotel on the first floor, you will find the most common mini-timetables for trips into the surrounding area. Here you can help yourself.

The current departure times of connections to the south Albstadt / Sigmaringen / Aulendorf and the north to Hechingen / Tübingen / Stuttgart can be read at any time on the departure board in the "Café la Gare".

73 Ticket sales

Numerous event tips can be found at our information desk or in your digital guest folder. Would you like us to arrange tickets for events in Balingen or in the surrounding area? The reception will gladly accept your requests.

74 Toiletries

Have you forgotten your comb, toothbrush or other hygiene items? No problem. In our boutique next to the reception you can purchase these items.

75 TV set

See TV

76 TV

We have a modern SAT system and the latest LED TV's. Our system can receive the 19 programmed channels. It is possible that you find TV programs on a different channel than at home. All available channels are programmed.

- 1 – ARD
- 2 – ZDF
- 3 – SDR
- 4 – RTL
- 5 – SAT 1



- 6 – 3 SAT
- 7 – Pro 7
- 8 – Arte
- 9 – CNN
- 10 – BBC
- 11 – SWR 1 – Rundfunk
- 12 – SWR 3 – Rundfunk
- 13 – ...

77 Umbrellas

At the reception desk you can borrow umbrellas free of charge. In the interest of the other guests, we ask you to return the umbrellas after use and ask for your understanding that we will charge you the loss with €15,-

78 Wake up

You can ask for a wakening call, please contact the reception on 07433 2780264.

Alternatively, we also offer the option of getting a mobile phone with a wake-up call feature. We are happy to adjust this accordingly.

79 Weekly program / activity program

In addition to information about available leisure programs, we also offer various own offers. See also hiking weekend

Whether with hiking boots, or with borrowed bicycles / e-bikes, you have many opportunities to experience our beautiful Swabian Alb.

Our position directly at the public transport intersection also enables you to explore the surrounding area.

Under "News" in the hospitality app, or on the pin board in the hotel the current offers are published.

80 Wellness

See document: Eyachbad

One kilometre away is the Eyachbad with more than 400m² swimming area, a 32°C outdoor pool and a separate sauna area.

As a guest of the hotel, you will receive a ticket at the reception, which offers free admission.

81 Wi-Fi

We have a fibre-optic connection serving our wireless network.

Our Guests have free access to the network, the access password will be provided at check-in. Guests with a longer stay will receive a new access password weekly.