



FLAIR PARK-HOTEL

ILSHOFEN ★★★★★

**For our
international guests**



Guest information

We are happy to welcome you at the “Flair Park-Hotel Ilshofen” and wish you a pleasant stay!



Our hotel offers 70 rooms, 140 beds, our “Panorama Restaurant” with terrace, the rustic “Kutscherstube” with its beer garden, our Bistro-Bar “Bajazzo”, 9 convention rooms for up to 350 guests, indoor pool with sauna, 2 tennis courts in the hotel park, rental bicycles, mechanics corner for bikers, underground car park with 25 lots and much more.

Dear guest, our hotel is a **strictly non-smoking hotel**. We kindly ask you to smoke outside. Thank you very much for your understanding and cooperation.

Our most important telephone numbers:

Reception	☎ 418
Housekeeping	☎ 402
Room service	☎ 439
Hotel bar	☎ 455
Conference / Banquet	☎ 432
Technician	☎ 434





Airports

The closest airports are Stuttgart and Nuremberg; both are approx. 100 km away. A transfer to the airport can be arranged with a taxi company (additional charge).

Babysitter

Can be arranged on request by the reception ☎ 418 (additional charge).

Bedding

We can change your bedding daily without an extra charge. Please contact the reception if you want to use this service.

Bathroom stool

Available on request. Please ask the housekeeper or at the reception desk.

Breakfast

Enjoy our plentiful daily breakfast buffet for a great start to the day:

Monday to Friday **06:30 am to 10:00 am**

Saturday, Sunday and public holiday **07:30 am to 10:30 am**

If you have to leave earlier, we can offer you a lunch-bag instead. Please contact the reception the evening before.

Business corner

It's located in the lobby. You may use it 24 h.

Chargers / adapters

E.g. for your mobile phone are available on request at reception.

Check in

Your room is available from **03:30 pm**.

Check out / Departure / Room Release

We kindly ask you to check out until **10:30 am** on your **departure day**. If you require a late check out, please contact the reception ☎ 418 in advance. Thank you. Prices for late check-out:

12:00 pm - 02:00 pm 25,00 €

02:15 pm - 04:00 pm 50,00 €

From 04:15 pm full room rate minus breakfast

Children

Do you need a baby cot / additional bed or a high chair? Please contact the reception ☎ 418.

A special children's menu is also available in our restaurants.

Cigarettes

A cigarette machine is located in the lobby.

Comments or complaints

Improvements and / or complaints will be treated confidentially by either our reception staff or any of our managers. Alternatively please use the comment card in your room.



Conference / banquet and event service

Throughout the whole year, different events take place in our hotel. Apart from brunches and wine tastings, a lot of more attractions can be found in our event calendar. If you are planning a birthday, company celebration or a conference, we are pleased to help you. Contact our reception ☎ 418 or our conference service ☎ 432.

Cultural events

Information on current movies, exhibitions, museums, concerts, theatre performances and tours can be found on our guest information desk in the lobby.

Did you forget something?

Your toothbrush or your shaver? We are happy to help you out. Contact our reception staff.

“Do not disturb”

To be undisturbed please put the appropriated sign outside your door. Please note that the room will not be cleaned as long as the sign hangs outside your door.

Dogs / domestic animals

Are allowed in the hotel, with advanced announcement (15,00 € per day without fodder). Please keep your dog on the leash within the hotel. Obedient dogs are allowed in our restaurants but not in the pool area.

Duvet / allergy-friendly bed linen

We will be happy to have an extra blanket brought to your room. Our bedding is entirely allergy-friendly. Please contact the reception desk.

E-car

E-charging stations are available outside and in the underground car park. Please ask at the reception. Please note that the parking or underground car park fee is charged in addition to the respective electricity costs.

Electrical current

220 V alternate current. Adapters are provided at the reception.

E-Mail

An internet terminal is available for you near the reception (free of charge).

Emergency

In case of emergency such as fire, accidents etc. please dial ☎ 418.

Environment

For the sake of the environment: Help us to reduce our environmental impact. We will clean your room every other night. As a thank you, you are provided with a free bottle of mineral water on your room. Upon request, we will also clean your room on a daily basis, please ask at the reception.



Fire alarm

An evacuation plan is attached to your door. Please make yourself familiar with the escape routes. The most important rule is: **Keep calm in case of emergency!** Follow the instructions of our employees. The use of the elevator is prohibited because of safety reasons. In case of a fire please inform the reception immediately ☎ 418.

Fire extinguisher

The fire extinguishers are located on every floor both at the beginning and the end of every corridor.

Flowers

Can be ordered at the reception ☎ 418 (for a fee) from our local florist.

Garage / Parking spaces

You are welcome to park your car in the underground garage (chargeable). We will reserve a space for you. The hotel's own car park is located on the opposite side of the street or on the hotel side. If you arrive by car, there is a charge of 2,00 € per day/car.

E-charging stations (chargeable) are available outside and in the underground car park. Please ask at the reception.

Hospital

Kreiskrankenhaus in 74564 Crailsheim, Gartenstr. 21 (approx. 13 km) ☎ +49 7951 490-0
Diakonie-Krankenhaus in 74523 Schwäbisch Hall, Diakoniestr. 10 (approx. 20 km) ☎ +49 791 7530

Housekeeping

Do you need an extra pillow, blanket, iron & ironing board, electric kettle etc.? Please dial ☎ 418. The reception is available for you.

Information

For any information you might need do not hesitate to ask our reception staff.

International adapters

Available on request at the reception desk.

Internet / Network Connection

Every room is equipped with DSL and Wi-Fi. The public areas and the convention rooms are also equipped with Wi-Fi. The Wi-Fi code is printed in your key card pouch. The use of the Wi-Fi is free of charge by check-in.

Internet-Terminal

You can find our internet terminal in the lobby (available 24/7).

Jogging

We provide you with suitable routes. Please ask our staff at the reception.



Laundry service

Same day service on laundry turned in before 9 am, except on weekends and holidays. A laundry bag and a price list is located in the wardrobe in your room.

Lost and found

All items (except shampoo, shower gel and so on) will be stored by our housekeeping staff. Please call ☎ 418 (to ask for lost things). The hotel takes no responsibility for lost items.

Luggage

We will help you with your luggage, just call ☎ 418.

Luggage storage

You are able to leave your luggage in our luggage storage. Please ask our staff at the reception.

Mail

Any letters sent to you can be picked up at the reception from 10:30 am daily, except Sundays & public holidays. You are welcome to leave your postcards and letters with us. Mail leaves the hotel not later than 03:00 pm daily, except Saturdays and Sundays.

Minibar

Your minibar is refilled daily. Please note your daily consumption on the minibar list and hand it out to the reception at check out.

Mobiles / Laptop

We kindly ask you to refrain from using your mobile/laptop in the restaurants and the pool area as a courtesy to other guests. Thank you for your cooperation.

Newspapers

Two local newspapers are at your disposal in the breakfast area. Further magazines can be bought at the reception desk.

Night access

Between midnight and 6.30 am, our building can also be entered via the night entrance with your key card, if the main entrance is locked. The night entrance is signposted and the way will be explained to you again by the reception staff.

Non-smoking rooms

All our rooms are non-smoking rooms and are equipped with a smoke detector.

Please make use of our smoking area in front of the hotel entrance. For unauthorized smoking in the room we charge a cleaning fee between 150,00 - 500,00 €.

Package deals

We offer different packages for weekends, holidays, motorcycle tours and much more. Please do not hesitate to ask for our flyers. Our receptionists would be pleased to arrange an individual package for you.



Packed Lunch

If you would like to explore the area during your stay or on the day of your departure, we can provide a lunch box for you. Price on request depending on the guest's wishes. Please order it one day in advance and not later than 09:00 pm at the reception ☎ 418.

Payment / Credit cards

We accept MASTERCARD, VISA and AMEX. The payment with MAESTRO and CASH is possible and welcome as well. In all restaurants and the bar you can put the bill on the room. Please make sure to sign the bill before you leave the restaurant. The bill will be added automatically to your final invoice. A third party payment must be registered at the reception at least one day before your departure.

Pharmacy / doctor

The next pharmacy (☎ 07904 263) is located 5 minutes from the hotel. Please contact the reception ☎ 418 for the opening hours and exact directions. Should you need a doctor, please inform the reception.

Photocopies

We will be happy to take your order at the reception (subject to a charge)

Pillow

Please contact the reception if you need additional pillows. You can choose between feather or synthetic pillows.

Problems

If there are any please inform our reception. Our goal is to provide superior service.

Repairs

If something needs to be fixed in your room or the hotel please call the reception ☎ 418 or fill in the "fixing-passport" in your room and hand it out to the reception.

Reservations

The reception would be pleased to assist you with your next hotel reservation in our hotel.

Restaurant and dining

"Panorama-Restaurant"

You can enjoy international specialties and sophisticated European cuisine in the elegance of the Panorama-Restaurant.

Monday to Sunday 12:00 – 02:00 pm and

Monday to Saturday 06:00 – 10:30 pm (Hot meals are served until 09:30 pm)

"Kutscherstube"

Enjoy typical specialties of the Swabian and Franconian cuisine.

Monday to Saturday 12:00 – 02:00 pm and

Monday to Saturday 06:00 – 10:30 pm (Hot meals are served until 09:30 pm)

Bistro-Bar-Lounge "Bajazzo"

Enjoy a cocktail, a glass of fine wine or beer and snacks in a cozy atmosphere.

Monday to Thursday 04:30 pm – 00:30 am

Friday 04:00 pm – 01:00 am

Saturday 03:00 pm – 01:00 am

Sunday and holidays 02:30 pm – 11:30 pm



“Beer garden”

As soon as the days and evenings are getting warmer you can expect a cold beer and “beer garden-specialties”. Opening times: May to October (depending on the weather and on request according to availability)

Room key

Please leave your room key at the reception upon departure and inform the reception immediately if you have lost or broken your key ☎ 418.

Room breakfast

Please let us know by 8:00 p.m. the evening before. You will find the selection in the room folder or you can get it at reception.

Room service

From Monday to Friday 06:30a.m. to 9:30 p.m. and on weekends/holidays 07:30 a.m. to 9:30 p.m. The offer can be found on the menus.

Safe

You can lock your valuables in the room safe or in the central safe at reception. Please contact our reception staff.

Selection of different types of pillows

Your sleep is important to us. We are happy to provide neck rolls, neck support pillows, millet pillows or simply another pillow for you. Please contact our housekeeper or reception.

Sewing

We offer a sewing service. Please contact the reception.

Shoe shining machine

An automatic shoe cleaner / polisher is located next to the elevator in the hotel lobby.

Shopping

In our lobby you can find different show-cases displaying little gifts which you can purchase through our reception staff.

Slippers

can be brought up to your room. Please contact the reception

Sport & leisure facilities

► **Swimming / sauna**

Our pool area in the first basement floor is equipped with a Finnish sauna and a comfortable resting area.

Swimming daily: **07:00 am – 10:00 pm**

Sauna daily: For energy reasons, the sauna is only switched on when requested from 04:00 pm - 11:00 pm at the earliest.
Please contact the reception.

We kindly ask you not to use your mobile phone! The consumption of food is not allowed. Glass bottles are strictly forbidden.



- ▶ **Nordic walking** The equipment and route suggestions are available at the reception. Rental fee.
- ▶ **Bicycle rentals** Please contact the reception ☎ 418 for bicycle and helmet rentals
We ask for a reservation in advance. Prices on request.
- ▶ **Tennis** Two outside tennis courts (15,00 € per hour and court) and tennis rackets
(rental fee 2,50 €) are available. Please contact the reception ☎ 418.
- ▶ **Table tennis** Our table tennis offers fun for everyone. For a deposit you can borrow rackets and a
ball at the reception.
- ▶ **Jogging** A detailed map with the jogging trails near the hotel is located in your information
brochure and available at the reception desk.
- ▶ **Volleyball** The court is located in the hotel park. A ball is available at the reception desk for a
deposit.

Stamps

are available at the reception.

Swimming bag

You can borrow a swimming bag for the pool area at the reception ☎ 418 for a cleaning fee of 4,00 €. This bag includes a bathrobe, a big sauna towel and slippers.

Taxi

If you need a taxi we will be pleased to organize it for you. Please contact the reception ☎ 418.

Telephone

Dial "0" to obtain an outside line. The international hotel telephone no. is +49. For calls from room to room directly you may dial the roomnumber.

Toiletries

A small assortment of hygienic articles is available in your bath room. Should you need any additional items such as a shaving kit, a tooth brush etc. please ask at the reception.

Tourist attractions

Start a cultural trip or a sightseeing tour from the Flair Park-Hotel Ilishofen. Discover the charm of numerous places and idyllic, natural scenery. Our employees at the reception will help you with information and suggestions.

Train station

You can find the next train station in Eckartshausen, approx. 2 km away. For a shuttle-service please contact the reception under ☎ 418 (will be charged). The regional and larger railway stations are located in Crailsheim or in Schwäbisch Hall. (We can order a taxi on demand and extra charge).

Umbrellas

Are available at the reception (for a deposit). An umbrella may also be bought as a souvenir (15,00 €) at the reception.



Voucher

Make a present which shows your good taste! Offer a voucher from the Flair Park-Hotel Ilshofen, individually issued following your wishes and your budget.

Wake-up call

Please call ☎ 418. Our staff will make every effort to execute them correctly. However, we cannot avoid technical or human errors and, therefore, we will not be liable for any disadvantages which might be caused to you.

Welcome back

We hope you enjoyed your stay and we would like to welcome you back soon.

W-Lan

Our free Hightspeed-Internet is available under:
Parkhotel_Guest / Password: Hotel2020