

INFORMATION A - Z

Dear guest,

a warm welcome to the DIE GAMS Hotel Restaurant. We are happy to have you as a guest in our hotel. Our purpose is to make your stay as comfortable as possible. You are welcome to inform us of your wishes and constructive criticism during your stay. Please find attached some information that may be useful during your stay.

Best regards

your Team from DIE GAMS Hotel Restaurant

A

Activities	You will find our animation and leisure program in the information office on the ground floor as well as on the notice boards and of course at the reception.
Adapter	All sockets are equipped with 230 V/50 Hz. International socket adapters and telephone adapters are available at the reception.
Allergies	Certified allergy-friendly - Our hotel is trained, quality-tested and certified by the "Bayrischen Heilbäder-Verband e.V.". Please inform us about allergies or food intolerances. Allergy-free bed linen as well as correspondingly adapted meals are available for you with timely registration. Our house is awarded the quality seal for allergy- friendliness. The criteria is regularly checked by TÜV Rheinland.

B

Baby articles	Baby articles, such as bottle warmers, alarms, changing station... may be ordered at the reception, free of charge depending on availability.
Baby cots/cribs	We can set one crib in your apartment for a fee.
Backpack	You can rent a backpack at the reception, free of charge. For a fee you can order lunch to go. We advise you to do this a day earlier.
Banks	Sparkasse Allgäu Fuggerweg 2 87541 Bad Hindelang Raiffeisen Bank Markstrasse 7 87541 Bad Hindelang
Bar	For opening times, see the Hotel bar GAMS'N' ROSES notice.
Bathrobes	Bathrobes are inclusive and slippers can be bought at the reception for a fee.
Bicycle parking	At the bottom of the west wing you will find the bike room, where you can park your bike. Access is possible with your apartment key. Charging station for E-bikes are outside of the same building, you can get the key at the reception.

Bad Hindelang-Plus Card

Your "Bad Hindelang PLUS" card will be given to you on arrival, please remember to return this with your departure. In case of loss or break we will charge you € 15 per card. If you receive a card upon arrival, the free services are available during the travel period. The validity of the card corresponds to the booked nights.

C

Check in	Your apartment is ready for you from 4 pm, early arrival is possible on request. Refreshing drinks will be at your disposal next to the reception desk on the day of your arrival.
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Check out	We ask you to vacate your apartment by 10.00 am. You can deposit your luggage at the reception. If you would like to leave after 10.00 a.m., please contact the reception.
Cigarettes	Cigarette vending machine is located in the basement. Smoking is not allowed in the hotel premises. Ashtrays are available in the outdoor area or on your balcony.
Conference room	Our conference room "Hirschberg" with 42 m ² offers the best conditions for your seminar/conference for up to 15 persons. Please ask for more information! E-mail: tagung@die-gams.de or call 08324984 0 / reception.
Cosmetic articles	Additional cosmetic products are available at the reception desk.

D

Defibrillator	Located at the front desk. Our staff will assist you in case of emergency.
Direct dialling	You can be reached directly over the following number +49 83240984 + your apartment number
Doctor	Please contact the reception. Our staff will help you.
Dogs	Dogs are welcome. Please always hang the door sign on the outside of the door when your dog is alone in the room. Please note that your apartment will not be cleaned during this time.
Do not disturb	If the room is not to be cleaned or if you do not want to be disturbed, please hang the sign on the door. Alternatively, you can dispense with the cleaning service. Hanging the card provided for "Simply doing good" until 7 am in the morning on the room door and donate € 5,00 for a good cause. Fresh towels are provided at the reception.
Drink bills	You can pay your bill in the restaurant or at the hotel bar. Alternatively, we will book your room bill, if signed by you and supplemented with your room number.

E

Electricity	All sockets are equipped with 230V/50Hz
Emergency numbers	The most important numbers we have summarized for you on the list next to the telephone.
Emergency exits	Please follow the instructions in the corridors.
Emergency doctor	Please contact the reception. Our staff will help you.
Excursions	You can find hiking suggestions, excursion and event tips in the information office on the ground floor and at the reception.
E-bicycle hire	We will be glad to reserve e-bikes for you, from April to October. Prices can you at the reception or info office. Reservation at the reception
Extension	In your apartment you can be reached directly via the following phone number: +49 8324 / 984 + your apartment number

E-car charging stations

2 charging stations are available to you,
Here you can charge your electric cars with common charging cards; regional AÜW-AllgäuStrom-Mobil charging card; Fill up the AD-HOC store using your mobile phone, QR code and credit card

F

First aid First aid box is at the reception desk.

Feedback **Your opinion is important to us! Please take a few minutes to fill in evaluation card in the apartment. In this way, we can optimize our services and respond better to your wishes. Share your experience on visit.de, TripAdvisor, Facebook of your stay in our house.**

Fire The automatic fire alarm system will inform you by telephone in 3 languages. Information about escape routes can be found in the apartment hall and in the corridors.

Fire extinguisher Are on every floor in the hallways.

Fitness room Our fitness room is on the 3rd floor.
Opening hours: Daily from 8 a.m. to 8 p.m.
Children under 16 years only accompanied by parents. Smart cards for the fitness room are available at the reception.

G

Games A variety of board & card games is available at the reception.

Gams Shop You can find a selection of Allgäu products that you can purchase for a fee next to the reception desk.

Gifts & Souvenirs **You would like to surprise a special person with a voucher? A selection of value vouchers for the restaurant or wellness are available at the reception.**

Guest info You can inform you in Bad Hindelang's info office. Tel.+49 (0) 8324 8920

Guest lift You will find one guest lift in each building (central and west wing).

H

Hotel lounge We are happy to serve you in our newly renovated hotel lounge.

Hotel parking Hotel parking is free on the designated pitches in the outdoor area. Indoor garage can be booked at the reception.

Hygiene articles A small selection of toothpaste, toothbrush, razor can be obtained for a fee at the reception.

I

Internet Access Free Wi-Fi is available in the whole hotel area. You only have to accept the conditions.

Internet Terminal you can find next to the main entrance on the left side

Ironing Ironing board and iron are available on request at the reception.

Ironing service If you need assistance with ironing - please contact us. Ironing for a fee.

L

Left luggage	We can store your luggage in our secure luggage room. If you need assistance with your luggage, please contact the reception.
Linen change	Your apartment is cleaned daily. Towel change on request. Change of bed linen at least once a week or on request. Please contact us.
Lost & Found	Guests who lose or find property are asked to contact reception.
Loungers	In the summer, sun loungers and parasols on our lawn are available for free use. The lawn is next to the sun terrace.
Luggage trolleys	On the left of the lifts in the hotel lobby and at the top of the west entrance, you can find luggage trolleys. Please remember: you need € 1.00 or a chip.

M

Maps	The local map and the maps from surrounding area are available at the reception or info office.
Massage studio/ Cosmetic salon	The massage and cosmetic studio is located on the third floor. Our reception team will be glad to reserve your desired appointment.
Minibar	In your apartment you will find a selection of minibar offers (drinks). For prices please refer to the enclosed price list. Please report the consumption at the reception latest on your departure day.

N

Newspapers	You can buy different newspapers at the reception for a fee. Your submission papers are available at the reception.
Non-Smoking	The Hotel · Resort DIE GAMS is a non-smoking hotel. In case of disregard, we charge a fee of € 150,00 per apartment.

P

Packed lunches	You are welcome to ask for a lunch package for a fee at the reception by 6.00 pm the day before.
Payment	Please pay your bill at the reception. In addition to cash, we also accept EC card. Advance payment by bank transfer is possible.
Pillow	Extra bedcover- & pillows are available on request.
Playground	You can reach the children's playground via the meadow next to the underground car park entrance. Another lawn is located opposite the car park.
Playroom	On the 3rd level in the main house opposite Apartment 322, the game room offers entertainment, fun and games. Another playroom for the little ones is located next to the main entrance. The use of the devices is at your own risk; parents are liable for the damages of their children. Opening hours 10 a.m. to 8 p.m.

Pharmacies Postcards	Drei Kugel Apotheke Gerberweg 6 Phone +49 (0) 8324-328 are available at the reception.
Post / Messages	You can send your letters and postcards at the reception. These are delivered daily to the post office.
R	
Radio programs	You receive radio programs via the TV set. Please refer to our program description overview.
Reception	Our reception staff are always happy to help. The reception is open from 08.00 am until 8.00 pm. Your wishes & suggestions will be gladly accepted in this time.
Rental charge	E-bike, hiking sticks, snowshoes can be borrowed at the reception for a fee.
Rental	For example Bicycle, toboggan or ski equipment InterSport WAIBEL Tel. +49 (0) 08324/2528 Bad Hindelang
Relaxation room	After your sauna session you can relax in the relaxation room on the 3rd floor. Access with the blue chip on your room key.
Restaurant	Breakfast: 07.00 a.m. to 10.30 a.m. à la carte menu: 12.30 p.m. to 08.30 p.m. Dinner time: see notice at the restaurant
Room keys	Two keys are available at the reception. During your stay we advise you to have the key always with you. Please do not forget to leave your key and your guest cards on the day of departure at the reception.
S	
Safe	There is a safe in your apartment. There you can deposit your valuables.
Sauna	Relax in our saunas with three saunas. Finnish sauna, bio sauna and steam bath. The entrance is on the 3rd floor in the middle building. For access to the sauna area, you need the blue chip on your room key. Opening hours: Daily from 3 p.m. until 9 p.m.: mixed sauna. Except Wednesday from 3 p.m. to 5 p.m.: Ladies sauna. For children under supervision (up to and including 14 years) from 3 p.m. to 8 p.m.
Sewing supplies	You will become a sewing kit free of charge in your apartment.
Shoe cleaning	A shoe shine machine is on the ground floor below the reception. Next to the entrance to the underground car park you will find a water basin with accessories for cleaning your hiking boots. If you wish, you can obtain a shoe cleaning set at the reception
Ski storage	At the bottom of the third entrance is the ski room, where you can adjust your ski supplies. Access with apartment key possible. The key for the ski lock is available at the reception.

Swimming pool	Our indoor swimming pool is located next to the reception and is open daily as follows: Adults from 07.00 a.m. - 10.00p.m. /Children up to 14 years 10.00 a.m. - 08.00 p.m. Please observe the swimming pool rules. Parents are liable for their children.
Solarium	For a fee you can use our solarium on the third floor. Solarium chips are available at the reception (maximum 4 chips per person from 18 years of age) Opening hours: Daily from 07.00 a.m. to 08.00 p.m.
Stamps	Stamps are available at the reception.
T	
Table football	For a fee, you can use table football on the 2nd floor in the west wing. Access with your room key. Please remember to pay € 1.00 per game.
Table tennis	Also in the west wing on the 2nd floor is the table tennis room. Bats and balls are waiting for you in the table tennis room. Access with your room key.
Telephone	For external calls please dial "0".
Tourist information	The tourist information Bad Hindelang advises you - Tel. +49 (0)8324-8920.
Towel's change	Towels on the floor means: Please change. Towels on the holder / hook means: I use them one more time.
TV programs	The program list can be found in your apartment next to your TV set.
U	
Umbrellas	If you need an umbrella, please contact the reception.
V	
Vouchers	Our reception team will gladly provide you with value vouchers.
W	
Wake-up calls	We will be glad to call you. Our reception staff will welcome you in the morning.
Washing machines	Coin operated washing and drying machines are located in the basement.
Weather	Weather forecasts are located in both elevators.

Nice, to have  you as a guest!

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The Team DIE GAMS Hotel Restaurant
wish you a nice and relaxing stay