



SCHLOSSHOTEL HELLENSTEIN

Welcome

The Four-star Superior Schlosshotel Hellenstein is surrounded by greenery and located in close vicinity to the Hellenstein Castle and the Open Air Theatre Naturtheater. Due to its privileged situation it is not only the perfect place to stay for those interested in culture, but it will meet the interests of every guest. The stadiums of the soccer club 1. FC Heidenheim 1846 e.V., the Heidenheim Baseball Team Heideköpfe and the tennis club TC Heidenheim are situated just around the corner on the Schlossberg .

High quality, local and delicious food - This is what you can expect from our breakfast buffet which is served in the Brasserie. In our Schlossrestaurant featuring regional and sustainable food no culinary wish will be left unfulfilled. In addition to an excellent quality of the ingredients, a lot of emphasis is put on regionality and local partners. The offer ranges from homemade fruit spread to bread and rolls from local bakeries. In summer, you can also enjoy the view over the city and Hellenstein Castle from our beer garden. In our stylish and elegant Lounge Bar you can relax and end the day with a refreshing beer or a sophisticated cocktail.

Our wellness area cares for your well-being with a Finnish sauna, a Biosauna, a soothing steam bath, a Lounge area with a kitchenette and a relaxation zone.

For those among our guests who like it a little more active, there is also a fitness area with training equipment in our hotel, which is open 24 hours a day.

Just experience a stylish atmosphere in modern architecture and let yourself be indulged by our personal service.

With compliments

Your Schlosshotel Hellenstein Team





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Our Services

In our Schlosshotel Hellenstein all your wishes will come true.

Our most important task is to ensure that you can enjoy a relaxed and unforgettable stay.

- **Additional Duvet**
On request, we will be happy to provide you with another duvet.
- **Air-conditioning**
Each room is equipped with air-conditioning which can be set individually. Please select the desired temperature by means of the rotary button. Then adjust the desired air flow rate by means of the button located on the right. That's it!
- **Baby Beds**
Are available free of charge.
- **Banks**
The following banks are situated nearby:
Heidenheimer Volksbank Wilhelmstrasse 86, 89518 Heidenheim
Kreissparkasse Heidenheim, Olgastrasse 2, 89518 Heidenheim
At the entrance of the hospital (Klinikum Heidenheim)
(Please ask at the reception desk for directions.)
- **Banquet and Conference Service**
Our events department will be happy to assist you to plan your festivities or conferences. Do not hesitate to get in touch with one of our team members.
- **Bar**
Our Lounge Bar invites you to spend an evening in a relaxed atmosphere with fruity fresh cocktails and other beverage specialties. In addition we serve delicious dishes. We will be open daily from 4:00 p.m. to 1:00 a.m..
- **Bath Stools**
In case you require a bath stool, please ask at the reception desk.
- **Bed Linen Exchange**
We regularly exchange your bed linen every 2nd day. On request, we are also happy to do this daily.
- **Bed linen for people suffering from allergies**
All bed linen we use in the hotel is suitable for people suffering from allergies.
- **Beverage Service**
We will be happy to deliver beverage to your room 24/7. Please dial 400 to place your order.
- **Bicycles**
Information on renting bicycles for a cycling tour through Heidenheim and the surroundings is available at the reception desk.



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- **Breakfast**

Our plentiful breakfast buffet with lots of local products will be served in the Brasserie.

Opening times:	Monday to Friday	6.00 a.m. to 10.00 a.m.
	Saturdays and Sundays and public holidays	7.00 a.m. to 10.30 a.m.

We will be happy to deliver your breakfast to your room (Additional fee: EUR 5,00).

- **Business Corner**

In the Lobby a PC with internet access and printer is available free of charge. Please contact the staff at the reception desk

- **Car Rental**

Upon request we will be happy to arrange a car rental for you.

- **Charging Station**

You can conveniently charge your e-car in front of the hotel. A charging station with two charging points is available. There are also three wall boxes with six charging points in our underground car park.

- **Children**

Two children up to the age of eleven are accommodated free of charge in their parents' room. We can also provide a complimentary baby cot. For children aged twelve and older, we are happy to offer an extra bed for EUR 30,00 per night, breakfast included. For families we provide interconnecting rooms. In case of need, please let us know.

- **Check-in Time**

On the day of your arrival your room will be available from 3:00 p.m.

- **Check-out Time**

On the day of departure your room will be available until 11:00 a.m.. If you intend to check out later, optionally and depending on availability, you can book a late check-out at an additional fee of EUR 10,00 per hour. Please contact our staff at the reception desk.

- **Cigarette Machine**

A cigarette machine is located in the conference foyer opposite the Room "Fils" and in the entrance area of our Schlossrestaurant.

- **Cinema / Theatre**

For detailed information on Heidenheim's current cinema and theatre programme please contact our staff at the reception desk.

- **Coffee and Tea Facilities**

The coffee and tea facilities are available free of charge.

- **Concierge Service**

Our staff will be at your disposal 24 hours a day in case you have any questions or requests regarding the organisation your stay.

- **Credit Cards**

You can pay with the following credit cards: American Express, EC-Cash, MasterCard, Visa Card, and Diners Club.

- **Currency Exchange**

Please contact our staff at the reception desk.

- **Dry-cleaning and Laundry Service**

We offer a 24 hour laundry service on working days. Laundry which is left at the reception desk from Monday to Friday before 10.00 a.m. will be returned the same day. You will find a laundry list and a laundry bag in the wardrobe of your room.



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- **Elevators**
Elevators to the rooms and the underground parking are located in the lobby of the hotel. Please do not use in case of fire.
- **Emails**
We will be pleased to look for your Emails during your stay. Our Email address is kontakt@schlosshotel-hellenstein.de.
- **Emergency Call**
via reception: 400
Police: 0-110
Fire Brigade / Emergency Medical Services: 0-112
- **Express Check-out**
We will be glad to carry out this service for you on presentation of a declaration of cost assumption of your company, or on presentation of your credit card.
- **Fax Service**
This service can be used against fee and around the clock at the reception desk.
Our staff will be happy to assist you.
- **Fire**
In case of fire, please refer to the escape route plan at your room door and in the corridors. It will show you, where the closest emergency exits are situated. In case of fire, please keep doors and windows closed and leave the building immediately by using the staircase and the escape ways. Please do follow the fire alarm system instructions. Fire extinguishers are located in the corridors.
- **Gifts / Souvenirs**
You will find a selection of local partners and our house wine in the show cases of our lobby.
- **Hellenstein Castle**
Visit the town's landmark of Heidenheim and its museums located next to the hotel. For further information please refer to the reception desk.
- **Hospital**
The Klinikum Heidenheim is situated just 200 m away from the hotel.
- **International Adapter / Extension Cable**
International Adapter and Extension Cables are available at the reception.
- **Internet / Wi-Fi**
Free Wi-Fi is available in the room as well as in the public areas.
Your way to the internet:
 1. Switch the Wi-Fi access on your desk to "active"
 2. Select the following (open) network from the list: "Schlosshotel-Hellenstein"
 3. Connect your device to the Wi-Fi Network
- **Irons / Ironing Board**
Both are available on request and free of charge at the reception desk.
- **Ironing Service**
Please contact our staff at the reception desk. The ironing service will be completed within one hour.
- **Luggage**
If you need any help with your luggage or would like it to be stored at the hotel until departure, please contact our receptionist.



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- **Medical Doctor**
Please ask at the reception desk.
- **Mini Bar**
In your fridge you will find drinks and the price list.
- **Newspapers**
Free newspapers are at your disposal at the reception desk.
- **Parking**
Are you travelling by car? In our underground car park with direct access to the hotel, 250 covered parking spaces are available for EUR 8,00 per day.
- **Petrol Station / Car Wash**
A petrol station / carwash station is situated in Wilhelmstrasse 126, 89518 Heidenheim (distance: about 1,7 km).
- **Pets**
Your pets are also very welcome. Your cat or dog can spend the night in your room against an additional fee of EUR 12,00 per day.
- **Pharmacy**
A pharmacy can be found at the following address:
Heckental Apotheke
Rückertstrasse 23, 89522 Heidenheim (approx. distance: 1.6 Km)
(Please ask at the reception desk.)
- **Photocopies**
Are available around the clock for an additional fee at the reception desk. Our staff will be happy to assist you.
- **Pillows**
Choose your favourite pillow.
Whatever you may prefer a comfortable pillow, a neck-supporting pillow or an extra-flat pillow: Do not hesitate to ask our staff at the reception desk. To provide you a pleasant sleep we offer a selection of different pillows such as spelled pillows, cherry stone pillows and feather pillows.
- **Post Cards**
You can purchase post cards at the reception desk and we are glad to post them for you.
- **Power Outlet**
We have an energy-saving system. In every room a power outlet is located underneath the TV that can be used 24/7.
- **Power Supply / Voltage**
230 V / 50 Hz Power supply is available all over the Hotel.
- **Public Transportation**
Opposite the hotel there is a bus station called "Hugo-Rupf-Platz".
The train station is about 2 km away from the hotel.
Our staff at the reception desk will assist you in finding the necessary information on the route network and times of departure.
- **Radio Channels**
A number of radio channels can be received on your TV set.



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- **Reception Desk**
Our reception is open 24 hours a day. Our reception staff will be pleased to help you with any questions you may have, and will be glad to assist you in any way they can.
- **Restaurant**
Our Schlossrestaurant featuring regional products is open daily from 11:30 am to 23:00 pm.

The kitchen offers hot meals from 11:30 a.m. to 2:30 p.m. and from 5:30 p.m. to 10:00 p.m.. Between 2:30 p.m. and 5:30 p.m. we offer delicious cakes and coffee as well as a reduced selection of dishes.
- **Roomservice**
We are happy to deliver the meals of our menu card to your room. This service is available daily from 6:30 a.m. to 10:00 p.m. for an additional fee of EUR 5,00.
- **Safe**
A safe is located in the wardrobe of your room. Please refer to the operating instructions. The hotel does not accept any liability for items of value located in your room.
- **Sewing Service**
We will be happy to carry out small sewing jobs for you (e.g. sewing of buttons). Please contact the reception staff.
- **Shoe Shine Machine**
In the hotel several shoe shine machines are at your disposal. You will find them at the elevators on the 1st and 2nd floor.
- **Sight Seeing / City Maps**
Information material on the extensive range of leisure activities of Heidenheim and the surrounding area will be available at the reception desk.
- **Taxi**
We will be happy to order a taxi for you. We also accept reservations in advance.
- **Technical Problems**
If there are any technical problems occurring in your room, please contact our staff at the reception desk.
- **Tennis**
A Tennis court is located next to the hotel (distance: 100 m).
- **This & That**
Sewing kits, additional blankets or pillows, hygienic and cosmetic utilities and other useful things can be obtained 24 hours a day upon request at the reception desk.
- **Towel change**
We offer a daily towel change by request. Please contact our staff at the reception desk.
- **Turndown Service**
This service is available from 6:00 p.m. to 9:00 p.m.. Please contact our staff at the reception desk.
- **TV programme**
You will find a detailed channel list in the TV set. Press the button on your remote control. Then you will see the channels and the corresponding programme position.

