



Welcome to Hegers Parkhotel Flora

We are pleased that you are our guest
and that we may spoil you in our "Flora".

Hospitality, family flair and, above all, your well-being
are very important to us.

This guest information is intended to help you find your
way around the "Flora".

Should you have any questions or requests,
we will of course be happy to assist you.

We wish you a pleasant and relaxing stay.

Your Heger family
and team



At a glance

Wi-Fi

network: Flora-Gast | password: Flora2021

Culinary

Breakfast: 7:30 - 10:30 am

Lunch menu: 12 - 5 pm

Coffee break: 2:30 - 4:30 pm

Arrival at the restaurant for the evening menu: 6 - 8 pm

Bar: from 9 am until 11:30 pm at the latest | terrace 10 pm

On the day of arrival, you will be assigned your table by our service staff, which you will keep for breakfast and dinner throughout your stay. In summer, when the weather is nice, you can also enjoy breakfast on our hotel terrace.

Please sign your restaurant receipt every evening.

Wellness

Indoor pool: 6:30 am - 7 pm

Outdoor pool: 9 am - 7 pm (seasonal)

Saunas: 3 - 7 pm, on request gladly from 10 am onwards.

Towels are provided for you in the swimming pool.

Gym: 9 am – 7 pm

Massages: make an appointment with message studio
"HappyRelax".

Phone +49 (0) 7656 / 8209852 | happyrelax@online.de

Summer: you are welcome to pick up drinks from the bar to enjoy
by the outdoor pool.



Reception

Open from 7 am – 6 pm

Room telephone no. 92

Minibar

Refrigerator with drinks for self-service in the library

Departure

Check-out until 11 am

Late check-out on request for a fee at the reception desk

Key

From 10:30 pm you can only enter the hotel with your room key through the tower door at the car park. The main entrance door is closed overnight.

Konus Card

By providing your details, you will receive the Konus Card, which allows you to use regional rail and bus services free of charge.

Please pick it up at the reception.

You can check the train times here: [Die Bahn](#)

Hiking + Excursions

All premium hiking trails and everything about the Hochschwarzwald can be found on the homepage of the Hochschwarzwald Tourismus GmbH: [The Upper Black Forest](#)

Our staff will be happy to help you with tips and questions.

GreenOption

Support us in making our "Flora" even greener. Waive the daily room service from 3 nights and receive a glass of sparkling wine as a thank you. Please register the GreenOption at the reception.

Guest information from A-Z

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A

Accessibility

Most public areas of our hotel are accessible without steps.
You can get into the hotel and to the lift via the side entrance in the tower.

Address

Our hotel address is:
Hegers Parkhotel Flora
Sonnhalde 22
79859 Schluchsee
Germany

Allergies and intolerances

Please inform us if you have any allergies or food intolerances.
We will be happy to take this into account as far as possible.
We ask for your understanding that we charge a surcharge depending on the effort involved.

B

Bank

Sparkasse St. Blasien
Business office Schluchsee
Kirchplatz 8
79859 Schluchsee
Telephone +49 (0)7656 974311



Bar

Our cozy hotel bar invites you to linger or have a drink in between. The bar is open daily from 09 am until 11:30 pm at the latest. The terrace in the evening is open until 10 pm.

Bathrobe

There are 2 bathrobes in each room. If you do not like the size, please let our staff in housekeeping or at reception know and we will exchange the bathrobe.

Bathroom Stool / Shower Mat

If you would like a bathroom stool or shower mat, please contact us at reception.

Beverages

We kindly ask you to take back any glass bottles you have brought with you.

Bicycle garage

A bicycle garage is available for our guests. Please ask at the reception

Bike and e-bike rental

For your bike tour, we can provide rental bikes (€ 15.00/day) or e-bikes (€ 30.00/day) on request during the summer months, subject to availability.

Blanket

If you would like another blanket, please inform our staff at reception or in housekeeping.

C

Chargers / Adapters

Forgotten your mobile phone charging cable? We might have the right piece for hire at reception. Please just ask.

Charging station

For charging your electric vehicle, a charging station is available on the side car park, at the hotel tower (according to consumption 0.60 €/kWh). Please park in a neutral parking space after the charging time so that the charging station is not blocked for other guests. Registration via the reception.

<u>Check-in</u>	<u>Check-out</u>
From 2:30 pm	until 11am

Credit cards

We accept card payments via bank card, Mastercard and Visa. Please note that we do not accept American Express cards.

D

Departure

Your room is at your disposal until 11 am on the day of departure. You are welcome to store your luggage at the reception. You can use the wellness area free of charge on the day of departure upon request.

A late check-out is possible on request, subject to availability and for a fee.

Dinner

We ask you to take your seat between 6 – 8 pm. Our service team will seat you at your fixed table for the duration of your stay.

Drinks are not included and will be charged to you separately.

We will be happy to book the bill for your drinks and any special requests to your room, so that you can pay them as a total bill on your departure.

Please sign your receipt every evening in the restaurant for cross-checking.

If you do not make use of our 6-course menu in the evening, we will credit you € 15.00 per person/day.

Doctor

- Emergency call - first aid DRK rescue service: 112
- Medical on-call service: 116 117
- Medical practice Medi-MVZ in Schluchsee: +49(0)7656 1213

Dress-Code

We ask you to wear comfortable clothes (sporty, casual) during the day and appropriate evening wear.

You contribute to the ambience of our hotel with your clothing.

At Christmas and New Year's Eve we look forward to your festive attire.

E

E-Bike battery charging

For fire safety reasons, charging the battery in the room is not permitted. Please charge your e-bike battery in the bicycle garage, where several sockets are available.

E-Mail

You are welcome to have a message sent to you via our e-mail address info@parkhotel-flora.de which we will then forward to you. Please let us know if you are expecting an e-mail.

Emergency exits

In each room there is a plan of the escape routes in case of fire. Please look carefully at the escape routes, never use the lift in case of fire.

Events

In our library we have numerous flyers and brochures on the topics of sports facilities, excursions and event tips with information about Schluchsee ready for you. You can also find out more about the latest news at www.hochschwarzwald.de

F

Fax

Please contact the reception if you would like to send a fax. You can of course also have a fax sent to our fax number +49 (0)7656-9742410. Please let us know if you are expecting a fax.

Festivities

For special occasions, we will be happy to put together menu suggestions by arrangement and discuss the details and wishes for the planned celebration.

Fire safety

For safety reasons and due to fire hazard, no open fire is allowed in the guest rooms (candles, tea lights or other). All rooms are non-smoking rooms, this also includes e-cigarettes, vaporisers and similar.

Flowers

We accept flower orders no later than 1 working day in advance. Please note Sundays and public holidays.

Front door key

Our entrance door is locked from 10:30 pm. Please take your room key with you if you do not return until after 10:30 pm. You can use your room key to open the door in the tower (left side courtyard entrance).

Please note: From 11 pm the lift is no longer in operation for safety reasons.

Fruit

You are welcome to help yourself to our fruit selection at the buffet throughout the day.

G

Games

We have a collection of games available for you at our reception. Please return the games in full after use so that the next guests can also enjoy them.

Garage

You are welcome to reserve a garage parking space for a fee. The price is € 10.00 per night.

The use of the outdoor parking spaces at the house is free of charge.

Gift vouchers

Gift vouchers are available at the reception. These can be redeemed for all services (except the "HappyRelax" massage studio) in the Parkhotel Flora and in the Appartementhaus Regina. We do not offer accommodation vouchers.

Green Option

Green Option is your contribution to more environmental protection and sustainability. From a stay of 3 nights, you can opt out of daily room cleaning. This will be carried out at longer intervals instead.

As a thank you, you will receive a glass of sparkling wine per person.

Our reception will be happy to answer any further questions.

Gym

Open daily from 09 am – 7 pm for house guests aged 16 and over. Use at your own risk.

H

Half board

Your booked stay includes our pampering half-board with the following included services:

- Breakfast from the buffet
- Coffee break in the afternoon
- 5-course gourmet menu in the evening with additional cheese buffet

Hikingmaps

Numerous tips for excursions and events are available in the library. If you have any requests, please contact our staff at the reception. We also sell hiking and mountain bike maps and are happy to provide you with hiking tips for circular trails free of charge.

Hygiene products

You are welcome to obtain hygiene products, soap, lotion etc. at the reception.

|

International plug adapter

Receive free of charge for rental at our reception desk.

Internet – Wi-Fi

We have free Wi-Fi available for you.

Please note that you do not have Wi-Fi reception in the restaurant rooms and wellness area.

Ironing board

If you need an ironing board and iron, please contact the reception.

Ironing service

Please contact our staff at the reception desk.

K

KONUS – free travel throughout the Black Forest

With the Konus guest card you can use public transport (bus and train) within a radius of over 100 km. The card will be deposited for you at the reception.

L

Laundry Service

Please hand in your laundry to be washed at the reception by 9 am. Your laundry will be back in your room ready by 6 pm. On weekends and public holidays on request. The hotel is not liable for shrinkage, discolouration or if the items are not colourfast. You will receive a laundry bag and the prices at the reception.

Leisure time

In our entrance area / library you will find various flyers and brochures with information about the leisure activities in and around Schluchsee. You can also find much more information on the website www.hochschwarzwald.de

Library

On the second floor you will find a selection of books. Please return the books after use and treat them with care. The following readers and we thank you.

Lift

You will find the lift in the middle of each floor. Please note that the lift cannot be used after 11 pm and and in case of fire hazard for safety reasons.

Linen / towel change

In consideration of the environment, we do not change your towels and bed linen daily. If you wish to change them, we ask you to put the towels on the floor. For the sake of the environment, you can also opt out of daily room cleaning → „Green Option“

Lost and found

Please make sure that you do not forget any personal items in your room. On request and for a fee, we will of course send you your lost property.

Luggage Service

We are happy to transport your luggage to your room and/or back to your car. Please speak to our staff at the reception. Of course you can leave your luggage at our reception after check-out after consultation.

Lunch

From 12 am to 5 pm we offer our house guests our “vesper” menu with small dishes. (not included in the half board)

M

Massages

The "HappyRelax" massage studio is located directly at the pool entrance. You can make appointments directly on site, via the [online booking portal](#), by phone +49 (0) 7656 / 8209852 or by email happyrelax@online.de. You can find the wellness catalogue in the library or via the following link: [HappyRelax brochure](#)



Minibar / Maxibar

Drinks can be found in our central floor fridge by the library.

Our large suites have their own minibar.

Please fill in the slips on display with your room number and the drinks you have taken out. If you would like to refrigerate medicines, you can do so at the reception desk.

Medication fridge

There is a fridge at reception for your medication that requires refrigeration. Please speak to our reception team.

Money and valuables

For insurance reasons, we kindly ask you not to leave any valuables, jewellery or money open in your room or vehicle. This does not include tips for the room attendants. We accept no liability for lost valuables in your room. Please use the safe in your room or leave your valuables in the safe at reception.

N

Newspapers and magazines

A selection of daily newspapers and magazines in German is available for you at the reception free of charge. We kindly ask you to put them back after reading them.

P

Parking

Parking in the parking spaces around the hotel building is included. A garage parking space is available at a price of 10.00€ Please do not park directly in front of the hotel entrance.

Payment

We accept cash payments in euros, as well as payments via cash card, Mastercard and Visa.

Please note that we do not accept American Express credit cards. You can settle the bill on the morning of the day of departure or the evening before.

Pets

You are welcome to bring your dog, we charge € 22.00 per night (without food). Below are a few rules to follow for guests with a dog:

- One dog per room is allowed.
- We can only accommodate animals that are house-trained and socially acceptable.
- Liability insurance is compulsory for dogs.
- Your dog may accompany you here: Fireplace hall, outdoor terrace
- Your dog is not allowed here: inside the restaurant and the entire wellness area incl. outdoor pool and sunbathing area

Pharmacy

The pharmacy “See-Apotheke Schluchsee” is located in the village centre, about 6 minutes’ walk from the hotel. Turn right in front of the town hall, straight past the tourist information.

See- Apotheke- Schluchsee +49 (0)7656 – 593

Photocopies

Photocopies and scanning facilities at reception.

Pillows

We are happy to provide you with a small selection of different pillows. Please speak directly to our room attendants or ask at reception.

Post

Your incoming mail will be available for collection at the reception desk in your guest box at around 12 am.

Postcards and stamps are available at reception. You can leave your outgoing mail at reception. This will be delivered to the post office the next morning of a working day.

Printer

We will be happy to print your files for a fee. Please send them by e-mail: info@parkhotel-flora.de

For security reasons, we do not accept data carriers (USB stick/CD). We will be happy to provide a laptop for you on request.

Q

Quality

We are classified with 4 stars and the addition "Superior" according to the German Hotel and Inn Classification. Should a service not be to your satisfaction, please inform our staff at the reception.

R

Reception

Our reception is staffed from 7 am to 6 pm.

You can reach the reception by room telephone via "92".

Review

Please contact us if we can make your stay even better.

We always have an open ear and welcome your feedback.

We would also be pleased if you let us know your opinion on the questionnaire (in the writing folder above the safe). You can hand in the completed sheet at reception or simply leave it in your room.

Restaurant

Breakfast

Buffet from 7:30 am to 10:30 am.

Lunch (not included in half board)

“Vesper” menu with small dishes daily between 12 am and 5 pm exclusively for our house guests.

Coffee break

Self-service coffee, tea and homemade sheet cakes between 14:30 and 16:30.

Dinner menu

We welcome you to the evening menu between 6 pm and 8 pm.

Half board – credit

If you do not take advantage of the half-board menu in the evening, we will credit you € 15.00 per person and evening. This is not possible for arrangements.

Roomservice

You can order food and drinks at the reception between 7 am and 10 pm. For breakfast in your room, please fill out our breakfast menu the day before. You will receive the menu at the reception. Please note that we charge a floor surcharge of 5.00 € per delivery.

S

Safe

You will find the room safe together with the operating instructions in the wardrobe. We are also happy to lock up your valuables in the hotel safe at reception.

Sewing kit

You can get a sewing kit at the reception.

Shoeshine machine

You will find a shoeshine machine on the second floor next to the stairs.

Shuttle Service

We will be happy to drive you to and from the train station at your arrival or departure. Please let us know in good time, at least one day in advance.

Alternatively, we can also order a taxi for you.

Slippers

You will receive free terry slippers at the reception.

Smoke detector

Our public areas and hotel corridors are equipped with smoke detectors. If the smoke detectors sound an ALARM, please leave your room and proceed to the nearest exit as described on the escape plan in your room.

Smoking

Thank you for not smoking in our non-smoking rooms. An ashtray is available for you on the balcony/terrace. Please keep windows and doors closed so that smoke cannot enter the room and make sure that other guests are not inconvenienced by the smoke. Should we not be able to re-let a room due to disregard, we take the liberty of charging the additional cleaning and cancellation costs.

Social Media

You don't want to miss the latest information about our house? Then follow us on Facebook:
facebook.com/ParkhotelFloraSchluchsee
or Instagram: [#parkhotelfloraschluchsee](https://www.instagram.com/parkhotelfloraschluchsee)

Sport

See leisure time, bike and e-bike rental and gym.

Swimming pool – Sauna

Indoor pool

- open 6:30 am to 7 pm
- temperature 28 - 30°C

Outdoor pool

- open 9 am to 7 pm (seasonal and weather dependent)
- temperature 25 - 27°C
- access only via the door from the indoor pool



- summer: you are welcome to pick up drinks to enjoy on the pool terrace at the bar.

Saunas

- Finnish sauna, steam sauna, mineralium, salt grotto
- open 3 pm to 7 pm
- on individual request also in the time from 10 am

We ask for your understanding that children up to 16 years of age do not have access to the saunas.

The bathing and wellness area is a place of peace and relaxation. For this reason, we ask parents with children to adapt to the quiet and relaxed atmosphere.

The swimming pool in the “Appartementhaus Regina” in the adjacent building is also at your disposal.

This is very suitable for sporty swimming and the children can be a bit more lively there. Please note that there are no bath towels available for guests in this area.

T

Taxi

We will be happy to call a taxi for you at the reception.

The company "Taxi am Schluchsee" can be reached at the following number: +49 (0)7656/221

Telephone

Your personal extension from outside to your room:

+49 (0)7656-9742- ____ and your room number.

You would like to make a phone call?

Please dial a "0" before your number.

Please note that telephone calls are subject to a charge.

In-house numbers (without "0"):

You can reach other hotel rooms or apartments under the respective room or apartment number.

reception of Parkhotel Flora: 92

In case of emergencies at night, the reception should no longer be manned: 147

In case of medical emergencies you can reach:

- Emergency call - first aid rescue service: 112
- Medical on-call service: 116 117
- Medical practice Medi-MVZ in Schluchsee: +49(0)7656 1213

Television

Our televisions receive pre-programmed TV and radio stations. It is possible that you will find the TV programmes on a different channel than at home. We kindly ask you not to change the settings on the device.

Terrace (open seasonally)

When the weather is nice, our terrace is open for you from 7:30 am. Have breakfast with a view of our hotel garden, at lunchtime you are welcome to choose small dishes from our vesper menu, in the afternoon enjoy coffee and tea or a fine ice cream sundae. We ask for your understanding that we only serve our half-board menu in the restaurant. Of course, you are welcome to have your aperitif and dessert on the terrace.

V

Visitor's tax

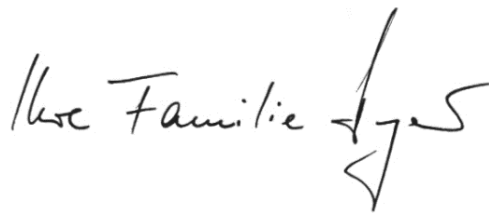
The municipality of Schluchsee currently charges a visitor's tax of 2.90 € per day per person aged 16 and over and 1.20 € for children aged 6-15.

W

Wake-up call

You are welcome to arrange your wake-up call at the reception.

We wish you a pleasant stay!



Your family Heger and all employees of the Parkhotel Flora