



Donnerhof's Service Guide from A to Z

<i>A</i>	
Arrival	Your room is available from 15.00 p.m.
Address	A-6166 Fulpmes, Waldrasterstraße 8.
<i>B</i>	
Baby cots	Baby cots and high chairs are available upon request.
Babysitter	For questions about babysitter or day care, we are at your disposal any time.
Bank	Hypo Tirol Bank AG, Raiffeisenkasse Fulpmes, Tiroler Volksbank
Blankets, pillows	If you wish some extra blankets or pillows, just let us know!
Bikes	Bicycles can be borrowed from Radsport STEIXNER, Bahnstraße 14, 6166 Fulpmes, phone 0043 5225 62312. If you have your own bike with you and should need some tools, please contact the reception. Garages for bicycles and motorbikes are available.
Breakfast	In the time from 7.30 to 10.30 o'clock our breakfast buffet is ready for a good start in your day. Special requests or different times, e.g. at early departures, are of course possible.
<i>C</i>	
Children	We have set up a playroom for our younger guests. A children's menu will always be prepared for your darlings. Children over 5 years can participate FREE in the weekly program of the BIG FAMILY STUBAI. In case of questions we are always happy to help.
Credit cards	We ask for your understanding that we unfortunately do not accept American Express and Diners Club cards. However, it is possible to pay with your MasterCard, VISA-Card or debit card.
Car parks	Parking places for cars, motorcycles and buses are available and free of charge. The use is at your own risk, no liability can be accepted for damages.
Cleaning shoes	A shoe cleaning machine is available at the hotel entrance.
<i>D</i>	
Departure	On the day of departure, the room is available until 11.00 a.m.
<i>E</i>	
Electrical connections	In the rooms and bathrooms there are available plug sockets. These correspond to the German standard with 220V / 50Hz.
Excursions	Fulpmes in the Stubai Valley offers a variety of opportunities for excursions and sports activities of all kinds. At the reception you get extensive brochures and we are keen to be at your disposal with the planning and many excursion tips.

Electronic fax	You are welcome to receive and send faxes. Please contact the reception.
E-Mail	Please inform us if you expect e-mails. Our e-mail address is: info@donnerhof.at
Emergency service	In case of emergency of any kind, please contact the reception desk, extension number 64.
Emergency exit	All emergency exits are marked with green and white illuminated signs. Please note the escape route plan posted in your room.
<i>G</i>	
Guest invoice	You can pay your restaurant bill on the day of departure. We ask you to sign the restaurant bill. You will always find the bill of the evening at the breakfast table.
Guest laundry	Laundry service (delivery before 9 a.m., return within 12 hours)
<i>H</i>	
Hiking and cycling tours	Various maps are available at the reception.
<i>I</i>	
Information	You find current information at the reception and we are personally at your disposal for further information.
Iron / ironing board	Please contact the reception.
Internet	Access codes for the use of our wireless network are available at the reception.
<i>L</i>	
Lost property	If you miss or have found something, please contact the reception.
Luggage	Luggage service on request. Secure luggage storage for arriving and departing guests at the hotel.
Laundry service	Please bring your laundry to the reception.
<i>M</i>	
Medical care	If you need a doctor, please report to the reception. We inform you about the doctors on duty and also drive you to the surgeries.
Mass times	General information and times of masses can be found in the information leaflets at the reception.
Messages	Our reception will gladly accept personal messages for you.
Mail	Personal mail can be picked up at the reception and given up as well.
Maps	Excursion maps and city maps are available at the reception.
Magazines	Daily newspapers and magazines are available at the reception and at the breakfast buffet.

<i>P</i>	
Pharmacy	Marien-Apotheke opposite to the hotel.
Payment	Please settle your bill on departure. In addition to the debit card, you can also pay in cash or by MasterCard or VISA.
<i>R</i>	
Reception	From 07.00 a.m. to 22.00 p.m. the reception is continuously occupied. You can reach the reception by phone dialing "64" from midnight to midnight.
Room key	Please leave your room key at your departure and payment.
<i>S</i>	
Stamps	Postage stamps are available at the reception.
Sewing service	Sewing kits are available at the reception. On request, a seamstress can be called.
Smoking	With consideration for our non-smoking guests we kindly ask you to renounce from smoking in our hotel rooms. In rooms with balconies you will find ashtrays on the balconies.
<i>T</i>	
Taxi	We are happy to order a taxi for you, please inform the reception.
Towels	Please contact the reception if you need more towels.
Telephone	All rooms are equipped with direct dial telephones, you can also be reached without a transfer. You will find a short instruction in your room. The country codes can be found in the information folders.
TV	At the television on the right hand side you find the on/off switch. You can do all operations with the remote control. All TV-channels available can be found in the information folders.
Ticket service	We are glad to book your ticket for your desired event (please contact the reception).
<i>U</i>	
Umbrella	On request at the reception.
<i>W</i>	
Wake-up call	Let the receptionist know about your wake-up appointment, which we will carry out reliably.
WLAN	FREE: Password „Blitz008“

Hotel Donnerhof GmbH

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