

Der Heidehof



Greetings
&
Welcome

Hotel
A-Z

Welcome to „Der Heidehof“ -

Your well-being hotel in Ingolstadt

We are pleased to welcome you as a guest in our house and wish you a pleasant and relaxing stay. If you have any questions, we are always available at the telephone number -555.

With hospitable greetings

Your Heidehof Team

Important phone numbers

Outside Line	0	Maintenance	555
Front Desk	555	Room Reservations	560
MaxWell Restauran	581	Banquet Sales Department	590
MÄX Hotel Bar	600	Police	(O) 110
Beautyfarm	333	Doctor on-call service	(O) 116117
Housekeeping	555	Fire/Ambulance	(O) 112

Everything at a glance

Opening hours

Breakfast

Monday – Saturday	06.00 – 10.00
Sunday / Public holidays	06.00 – 11.00

Hotelbar Mäx

Sunday – Thursday	11.00 – 00.00
Friday – Saturday	11.00 – 01.00

Restaurant MaxWell and Fine Dining Lounge

Monday – Saturday	18.00 – 23.00
Sunday evenings	closed

However, you can dine from the Restaurant menu in the Hotel Bar.

Room Service

daily	06.00 – 00.00
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SPA

daily	10.00 – 22.00
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Fitness Lounge

daily	10.00 – 22.00
(from 8.00, available upon request at the reception)	

Beautyfarm

Monday – Sunday	10.00 – 19.00
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The hotel reserves the right to change these times. Please check regularly for up-to-date hours.

International Dialing Codes

Andorra	+376	Netherlands	+31
Argentina	+54	Norway	+47
Belgium:	+32	Austria	+43
Brazil	+55	Poland	+48
Chile	+56	Portugal	+351
Denmark	+45	Romania	+40
Finland	+358	Russia	+7
France	+33	Sweden	+46
Greece	+30	Switzerland	+41
Great Britain	+44	Spain	+34
Ireland	+353	South Africa	+27
Italy	+39	Czech Republic	+420
Japan	+81	Turkey	+90
Canada	+1	Hungary	+36
Cuba	+53	Uruguay	+598
Kuwait	+965	USA	+1
Luxembourg	+352	Venezuela	+58
Morocco	+212	United Arab Emirates	+971
Mexico	+52		

TV program guide

1	Heidehof	25	Kika	53	Nick / Comedy Central
2	Das Erste	26	Super RTL	54	Comedy Central
3	ZDF	27	DMAX	55	THT
4	BR	28	arte	56	Euronews
5	RTL	29	tagesschau 24	57	TVRUS
6	Sat1	30	EinsPlus	58	Rossiya
7	Pro7	31	Kabel1	59	CGTN
8	RTL2	32	zdf_neo	60	2M Monde
9	Sat1 Gold	33	zdf_kultur	62	Just TV
10	Nitro	34	zdf_info	64	TVP Kultura
11	Welt	35	SonnenklarTV	65	TVS
12	Sport1	36	Tele5	66	TV Polonia
13	Eurosport	37	HSE24	69	Reife Damen TV
14	ntv	38	HSE24 Extra	70	Beate Uhse TV
15	VOX	39	Rai1		
16	phoenix	40	Rai2		
17	hr	41	Rai3		
18	WDR Köln	42	Rai News		
19	SWR-BW	45	EuroNews		
20	SWR-RP	46	CNBC Europe		
21	rbb Berlin	47	BBC World		
22	NDR	48	Bloomberg Europe		
23	MDR	51	RegioTV		
24	3sat	52	SoyUZ		

Adapter

| Reception -555

Borrow an adapter with European standard (220 Volt). We charge a deposit, which will be credited back to you upon return.

Airport

Manching Civil Airport: 13 km

Munich Airport (MUC): 89 km

Nuremberg Airport: 108 km

Arrival time Departure time

| Reception -555

Arrival from 3.00 p.m. – Departure until 12.00 p.m. For individual requests, please contact the reception.

Banks

In Schultheißstraße you will find the nearest Volksbank–Raiffeisenbank in about 5 minutes on foot.

Banquet (meetings, events)

| Banquet-590

The house has banquet rooms for up to 250 people. The banquet department will be happy to assist you with events on a small and large scale.

Bar

| Bar -600

Enjoy cool drinks, refreshing cocktails and delicious food in our hotel bar and pool bar MÄX. Opening times see "At a glance".

Bathrobe

| Reception -555

If you need an extra bathrobe, please contact the reception staff.

Baby cot

| Reception -555

We can provide you with a cot on request. Please contact the reception.

Babysitter

| Reception -555

We are happy to arrange a babysitter for you. Please contact the reception.

Breakfast

| Restaurant -581

You can have your breakfast between 06.00 and 10.00 in the breakfast room or in your room. If you would like to have your breakfast in your room, please fill out the corresponding room breakfast form (located in the menu in your room) and hand it in at reception by 22.00.

Beautyfarm

| Beautyfarm -333

You can find a list of the beauty treatments we offer and prices under the menu item "Beauty Farm". For appointment inquiries, please contact the beauty farm directly.

Bed linen

| Reception -555

If you need allergy-friendly bed linen or would like a daily change of linen, please contact the reception.

Bike rental

| Reception -555

You can rent one of our city bikes for a fee at reception at any time.

Blankets

| Reception -555

Additional wool or duvets are available on request. Please contact our reception team.

BUS

The nearest bus stops are 200 meters from the hotel (stop: Am Dachsberg or Mittlere Heide)

Car rental

| Reception -555

The employee at the reception will be happy to help you organize a rental car.

Children

| Restaurant -581

We offer our "little guests" a special children's menu in the restaurants. The little guests are also very welcome in our SPA area. However, since this area is for relaxation, we politely ask you to be quiet.

Church service

| Reception -555

Information about church services and masses of the churches in the area is available at the reception.

Cleaning of garments

| Reception -555

Monday Friday

Order by 10:00 a.m.,

delivery the following day

Cleaning not possible on weekends.

Clothing

We kindly ask you to wear appropriate attire in the restaurant area.

Copying service

| Reception -555

The reception will be happy to help you.

Credit cards

| Reception -555

The following credit cards are accepted: American Express, Euro/Mastercard, Visa Card and Maestro.

Conferences Banquet

| Banquet -590

The house has a banquet capacity of up to 250 people. Our banquet sales department will be happy to assist you with events on a small or large scale.

Doctor-Medicines

| Reception -555

The reception staff will be happy to arrange a doctor for you or get you the desired non-prescription medicines. The nearest pharmacy is located in the Westpark shopping center.

Dogs

Dogs are always welcome in the house, but we ask for your understanding that they cannot be taken into the SPA area. We charge a fee per day/dog (excluding food). Your dog doesn't want to be disturbed? Please hang the appropriate VIP dog sign on your room door.

DVD player

| Reception -555

You are welcome to borrow DVD players from the reception.

Email

| Reception -555

The e-mail address is:
reservierung@der-heidehof.de

Excursions

| Reception -555

Information is available at the reception or under the menu item "Leisure activities".

Emergency Doctors

| Reception -555

In the event of illness or if medical assistance is otherwise required, please call reception.

Emergency Exits

Please note the site plan and the safety instructions in your room and the green illuminated emergency exit signs in the corridors.

Emergency Numbers

| Reception -555

Operator 0

Police 110

Fire brigade and rescue service 112

Medical on-call service 116117

Electric charging station

| Reception -555

The charging station for your car is located on our outdoor area next to the garages. If you need help, please contact the reception staff.

FAX

| Reception -555

To send a fax, please contact the reception. Incoming faxes will be brought to your room. If you want to receive a fax, this is possible under the number +49 8458 64 230.

Fire

| Reception -555

In the event of a fire, a signal will sound. Take only your personal belongings, close the room door and leave the house via the marked escape routes (plan in your room, signs in the corridors) and stairwells. The elevators are not to be used in the event of a fire. The meeting point is in the large parking lot in front of the hotel. There you will receive further instructions from the hotel staff. If a fire breaks out in your room, please inform the reception staff – call number 555 and leave your room as described above.

Fire safety measures

| Reception -555

You can find out about the emergency exits and positions of the fire extinguishers on your location and escape plan in your room.

First Aid

| Reception -555

Please contact the employee at the reception.

Fitness

| Reception -555

Our house offers you a fitness lounge, which is located in the basement of the SPA area. If you want to do sports in the morning, the reception will be happy to open the fitness lounge for you from 8.00. The entire SPA area is available to you from 10.00.

Flowers

| Reception -555

With early ordering via the reception, we are happy to accept your flower order.

Foreign exchange money exchange

| Reception -555

You can exchange USD and GBP banknotes into EUR at the reception 24 hours a day. We would like to point out that we are only allowed to exchange an amount up to EUR 200.00 per room and day. In addition, we need a copy of your ID for each transaction.

Golf

| Reception -555

The 18-hole course (par 72), located in only 6-minutes drive, in the west of Ingolstadt, welcomes guests with a promising view of the green 18. The course is located in the middle of the nature of the Schuttertal and, due to its flat terrain profile, is pleasant for all golfers to play. For further information, please contact the employee at the reception.

Grander water

| Reception -555

The hotel has revitalized water according to "Grander", this is available free of charge in the Sauna area at the drinking fountain. The water revitalization according to the Tyrolean natural scientist Johann Grander rebuilds the original stability and properties of the water so that it regains its full strength and vitality. More information is available at the reception or at www.grander.com.

Green Stay

| Reception -555

If you are staying with us for more than one night, you can help protect the environment by opting out of room cleaning. Please hang the designated sign on your door or inform the reception.

Hotel reservations

| Reception -555

The reservation will be happy to accept your next room booking.

Ironing Laundry service

| Reception -555

Acceptance at reception:

Monday to Friday: 08.00 – 15.00

Weekend on request

The corresponding laundry list and the laundry bag are in the closet of your room. Please also note the acceptance times of the cleaning. Duration: Washing and ironing: return on the same day, ironing only: return within an hour. We are happy to provide you with an ironing kit (iron / ironing board) for EUR 15.00 per day (subject to availability).

Internet address

The internet address is: www.der-heidehof.de

Internet access

| Reception -555

The W-Lan with high-speed internet is available free of charge throughout the house.

Network name: "Heidehof Free"

Leisure activities

| Reception -555

Please ask at the reception for the schedule for the Ingolstadt City Theater, cinema programs, museum opening times, factory tours at AUDI AG and other leisure activities. We are happy to take over the organization of tickets for you.

Lost property

| Reception -555

Please contact reception if you are missing a personal item.

Luggage

| Reception -555

The employee at the reception will take care of the transport and storage of your luggage.

Limousine service car rental

| Reception -555

If you would like a transfer to the train station or airport, limousine transfer and rental cars, the employee at the reception will be happy to help you with the planning.

Magazines/Newspapers

| Reception -555

You can obtain regional and national newspapers from the reception. The employee at the reception will also be happy to order your newspaper after making a reservation if we do not have it in our repertoire.

Massage & cosmetics

| Beautyfarm -333

Mail

| Reception -555

Incoming mail is kept for you by the employee at the reception.

Minibar

Each of our rooms is equipped with a minibar. The prices can be found in our drinks menu. To refill, please contact the employee at the reception.

Mobile Phones

We ask that you set your mobile phone to "silent" or "vibration alarm" so that the other guests can relax in peace during your stay in our house. This applies especially to the restaurant and SPA area.

Night light

| Reception -555

Do you need a night light? You are welcome to borrow one from the reception.

Parking Lots

There are 120 parking spaces available for a fee.

Payment

Please pay your hotel bill at the reception. In addition to cash, we also accept Mastercard/Eurocard, Visa Card, American Express and Maestro.

Phone extension

You can be reached directly in your room via the following telephone number: +49 (0) 8458 64 + your room number.

Photocopies

| Reception -555

If you need a photocopy in black and white or in color, please contact the reception.

Pillows

| Reception -555

We offer different pillows. Please ask our reception staff.

Please do not disturb

Please hang the appropriate sign on the outside door or lock the door from the inside (knob) if the room is not to be cleaned yet or you do not want to be disturbed.

Public holidays

| Reception -555

Official holidays in Bavaria:

January 1st	New Year's Day
January 6th	Epiphany
Variable	Good Friday
Variable	Easter Monday
May 1st	Labor Day
Variable	Ascension Day
Variable	Whit Monday
Variable	Corpus Christi
August 15th	Assumption
October 3rd	Day of German Unity
November 1st	All Saints' Day
December 25th	Christmas Day 1
December 26th	Christmas Day 2

Radio

| Reception -555

You can receive various national and international radio programs via your television.

Reception

| Reception -555

The reception is available 24 hours a day.

Restaurant MaxWell & Fine Dining Lounge

| Restaurant -581

The staff will be happy to accept your table reservation. Opening times see "Everything at a glance".

Room Breakfast

Please fill out the room breakfast form in your room and hand it in at reception by 22:00.

Room service

| Restaurant -581

Please refer to the menu under the menu item "Hotel Bar Menu" for the food and drink options. We charge a room service fee per order.

Room service is available from 06:00 to 00:00.

Sewing service

| Reception -555

We are also happy to help you with small sewing jobs, such as sewing on a button.

Shaving set

| Reception -555

If you have forgotten your razor, the employee at the reception will be happy to help you with a shaving set.

Smoking

| Reception -555

According to German law, the house is a pure non-smoking hotel. Therefore, smoking is not permitted in all public areas, as well as in all rooms and suites. Some rooms have a balcony where smoking is permitted. If you need an ashtray, please contact the reception.

In the event of a false alarm of the smoke detector due to smoking, which causes an unnecessary deployment of the fire brigade, a fee of EUR 1500.00 will be charged.

Safe - Valuables

| Reception -555

Almost all rooms have a safe. If your room does not have a safe, you are welcome to leave your valuables in the hotel's own safe at reception. The hotel assumes no liability for unlocked valuables in your room.

Shoe shine service

| Reception -555

You will receive information about this at the reception.

SPA area

On two floors with a total area of over 400m². In the basement you will find the Finnish sauna, the Himalayan salt sauna, the tepidarium, the steam bath, the Japanese garden, the adventure shower, the ice fountain, the path of the senses, the relaxation rooms and the fitness lounge. The indoor pool, the heated outdoor pool and the sun shower (for a fee) are located on the ground floor.

In order to make your stay in our SPA area as pleasant as possible for all guests, we would like to draw your attention to our rules of conduct in the SPA area under the topic "SPA etiquette".

Opening times see "Everything at a glance".

SPA etiquette

Textiles are compulsory throughout the SPA area. Please use an additional sauna towel in the saunas.

Sun shower

| Reception -555

The Sun Shower is located on the ground floor of the SPA area. To use it, please get the appropriate token (for a fee) from reception. If you have any questions about the operation, please contact the reception.

Support - Help with technical questions

| Reception -555

Do you need technical help with your telephone, PC or television? Please contact the employee at the reception.

Stamps

| Reception -555

If you need stamps or information on the correct postage for mail, the employee at the reception will be happy to help you.

Shower stool

| Reception -555

We are happy to provide you with a shower stool (subject to availability) free of charge. Please ask at the reception.

Shopping

The "Westpark" shopping center is a 15-minute walk away. The "Ingolstadt Village" shopping outlet center (luxury brands reduced by up to 60% / 70%) can be reached by car in 20 minutes.

Sewing kit

| Reception -555

You can find sewing kits in your room or contact the employee at the reception.

Tickets

| Reception -555

The employee at the reception will be happy to get you the desired tickets for all current events in the area.

Train station

| Reception -555

Gaimersheim train station can be reached in about 5 minutes (4.5 km) by car, Ingolstadt main station in about 15 minutes (7 km). For transfer options, directions or timetable information, please contact the reception staff.

Toiletries

| Reception -555

We have toiletries such as toothbrushes or razors ready for you at the reception.

Tobacco products

A cigarette machine is located in the lobby. We ask for your understanding that the sale of tobacco products to young people under the age of 18 is prohibited by German law.

Taxi

| Reception -555

If you would like to pre-order a taxi, please contact the reception.

Telephone

| Reception -555

You can make direct calls to the whole world from your room. Please dial 0 to get an outside line, then dial the telephone number you want. The reception will be happy to provide you with further information. If you are expecting a phone call, please give our phone number +49 8458 640 or +49 845864+ your room number for a direct dial to your room.

Table reservations

| Restaurant -581

For table reservations in the restaurant, please contact a member of staff in the restaurant or at reception.

Toothbrush set

| Reception -555

If you have forgotten your toothbrush set, please contact the reception.

Train connections

| Reception -555

Information is available at the reception.

Umbrella

| Reception -555

If you need an umbrella, please contact the reception.

Valuables - Safe

| Reception -555

Please leave your valuables in the safe in your room. If your room does not have a safe, please contact the employee at the reception. The hotel assumes no liability for valuables in your room.

Voltage

The voltage in the hotel is 220 volts.

Wake-up service

| Reception -555

We are happy to accept your personal wake-up call at reception.

