



Service
Guide

en

en

Welcome

We wish you a pleasant stay at Kircher!

In this guest directory we have collected some useful information for your holiday. Naturally, we are always available for further advice.



Reception

The reception staff is at your disposal by dialling 9 for any question or request.

Night service

In urgent cases, you can reach us at +39 333 9017337 (Senior Manager Rosa Gruber).



Babysitting

We are happy to take care of your children, so that you can spend pleasant moments with your better half. To book the babysitting service, please inform the reception in advance.

Cost: € 15.00 / h

Bus

The bus stop is 50 metres from the hotel. Schedules are available at the reception.



Cableway

The Reinswald cable car, located a 12-minute walk from the hotel, will allow you to easily reach the starting point for your hikes or the ski slopes.

Cash-free payments at the hotel

At the reception, in the restaurant and at the bar, you can avoid paying in cash. All you need to do is tell your room number and the amount will be automatically added to your room bill.

Check-in and check-out

Check-in is possible from 2:00 pm, while check-out time is before 11:00 am on the day of departure.

In case of departure before 7:30 am, please let us know the previous evening to allow us to prepare breakfast in time.



Daily trips and hikes

We are ready to provide you with interesting tips and information on trips or guided hikes at the reception desk.

Doctor

Should you require medical assistance, contact the reception immediately by dialling 9. We will call our trusted doctor in Sarentino who will take care of you.

Dogs

Your faithful pet can stay at the Kircher by prior arrangement. There is a charge of € 30 per night for their stay (excluding food) with their own bed and blanket. Should it be necessary, we reserve the right to charge any additional cleaning fees of € 80. They are welcome at the bar, while they cannot access the restaurant, terrace, swimming pool and wellness area. We kindly ask you to keep your dog on a lead and we remind you that it is not allowed to dogs go on the sofa or bed.

Do Not Disturb

To avoid any disturbance, you can hang the appropriate card in front of the bedroom door. Kindly remove when you go out to allow the staff to proceed with daily cleaning, between 8:00 am and 2:00 pm.

Drinks

All drinks are added to your room bill. The receipts are signed at the breakfast table and kept by our service staff.

E

Emergencies

The universal emergency number is 112.

F

Fire

Our hotel is equipped with the most modern alarm systems. Employees have received specific fire training and will do all they can to ensure your safety. Near the front door there is an evacuation plan, while the fire extinguishers are placed in the corridor, where the emergency exits are clearly marked.

In case of fire, do not panic and avoid shouting "Fire!".

Dial the number Trienbacher Hannes 348 714 4239, Gruber Daniel 333 631 9477, Gruber Bernadette 333 259 6050 and give the alert. Leave the room and close the door. Notify the staff and then reach the nearest emergency exit.

Fitness room

During the holiday you can keep fit in our small but efficient fitness room, reserved for people over 16 years. Access is via your personal key card.

Flowers

Surprise your sweetheart with a bouquet of flowers. Orders can be made directly at the reception.

G

Gourmet board Plus $\frac{3}{4}$

Our $\frac{3}{4}$ Gourmet board includes a rich breakfast buffet, a Light Lunch with delicious delicacies to satisfy the languorous, as well as a 5-7 course dinner menu.

At lunchtime, a Light Lunch with a wide selection of hot dishes of the day, soups, cold cuts and homemade bread, cold dishes and salads awaits you. In the afternoon, however, let yourself be tempted by sweet delicacies such as the original South Tyrolean apple strudel or other delicious creations from our pastry shop.

Breakfast buffet: from 07:30 to 11:00 a.m.

To request breakfast in your room (€ 12 per room), please dial the internal number 9.

Light Lunch: from 1:00 p.m. to 4:00 p.m.

Dinner: from 19:00 to 20:30

H

Hospital

The nearest hospital is Bolzano (30 km), 35-40 minutes by car.

Hotel shuttle

You can reach the nearby Reinswald ski area in comfort with our free shuttle.

K

Kircher's bar

Our bar is open until late evening. Here, you can sip a coffee, a glass of wine or a cocktail in tranquillity.

L

Late check-out

Late check out is possible with a €40 fee per person.

Laundry service

To make use of the service, contact the reception staff. You will find a special bag for laundry in the wardrobe.

Lost items

It is always annoying to lose something, especially on vacation. The reception staff are always ready to assist you.

M

Minibar

All suites have a minibar with a price list for drinks and snacks. Any ordered items will be added to your room bill.

N

Newspapers

You can request your favourite newspaper directly at the reception.

Night-time quiet

Please preserve the peaceful atmosphere in and outside the hotel from 10:00 pm to 7:30 am.

P

Pharmacy

You find one in the centre of the village of Sarentino.

Operating hours

Mon-Fri: 8:00 am - 12:30 pm and 3:15 pm - 6:30 pm

Sat: 8:00 am - 12:30 pm

If you need a pharmacy outside these hours, please contact the reception or visit the page dedicated to pharmacies on duty in the towns of the province of Bolzano (<http://www.provincia.bz.it/salute-health/health/pharmacy-of-turno.asp>).

Pool

Opening hours: 7:00 am - 8:00 pm.

Post - Fax - E-mail

If you wish to send a letter, a postcard, a fax or an email, you may contact the reception directly.

R

Restaurant

Please see "Gourmet board 3/4"

Room account

If you wish, you can settle your bill the night before departure. You can pay the stay in cash (up to € 1,999.99), by debit card and credit card (except American Express). Bank checks are not accepted.

S

Sauna

The wellness world consists of a Finnish sauna, a bio sauna and a steam bath with salt spray and is open to all guests aged 16 and over. Access is via the key card.

Opening hours: 2:00 pm – 7:00 pm

Spa

We offer you regenerating wellness treatments, massages and personalized wellness paths. Appointments can be booked at the reception desk.

Storage for valuables

We are happy to store your valuables in our safe storage area.

T

Taxi

Should you need a taxi, the reception staff will be happy to call one for you.

Telephone

You can make calls to other countries from your room. Press "0" to get the outside line.

Germany 0049

Austria 0043

Switzerland 0041

France 0033

Belgium 0032

Netherlands 0031

Luxembourg 00352

United Kingdom 0044

Italy 0039 (always type the "0" of the area code)

Temperature

Some rooms and suites are equipped with an intelligent system with which you can independently adjust the room temperature. Upon request, the reception staff will be happy to set the desired temperatures for the bedroom and bathroom.

Towels

In your room there are several towels and a wellness bag with sauna and pool towels. If you wish them to be changed, simply leave them on the floor, in the shower or in the tub.



Welcome drink

Upon your arrival, we organize a welcome drink with small delicacies.

Wellness area

You can reach it by lift or by stairs.

An indoor and outdoor pool, Finnish sauna, herbal bio sauna and steam bath with salt spray await you in our wellness oasis.

Wi-Fi Internet

Free Wi-Fi is available throughout the hotel for the duration of your stay. To connect to the network, please insert the following password: kircher18.

Wine shop

We have an assortment of over 150 varieties. Our fine wines are also available for sale.



- 1** Rai 1
- 2** Rai 2
- 3** Rai 3 TGR Alto Adige
- 4** Rete 4
- 5** Canale 5
- 6** Italia 1
- 7** Iris
- 8** Boing
- 9** Rai News 24
- 10** Rai 3 Südtirol
- 11** RAS RSI LA 1
- 12** RAS Das Erste HD
- 13** RAS ZDF HD
- 14** RAS ORF 1 HD
- 15** RAS ORF 2T HD
- 16** RAS ORF III
- 17** RAS SRF 1 HD
- 18** RAS SRF zwei HD
- 19** RTL
- 20** RTL 2
- 21** Pro Sieben
- 22** Pro 7 Maxx
- 23** kabel eins
- 24** SAT.1
- 25** VOX
- 26** RAS BR Fernsehen Süd
- 27** RAS arte
- 28** RAS 3sat
- 29** Eurosport 1 Deutschland
- 30** EURONEWS FRENCH SD
- 31** WELT
- 32** SUPER RTL
- 33** RAS Kika
- 34** RAI Radio 1
- 35** RAI Radio 2
- 36** RAI Radio 3
- 37** RAI Südtirol

