

Welcome. Made by

Dorint

Thermenhotel
Freiburg

Dear guest!

WELCOME

to the Dorint Thermenhotel Freiburg

It is our pleasure, to welcome you in our hotel in Freiburg.

As we enjoy making your stay as pleasant as possible
we created this brochure for you.

It informs you about the services and amenities of our hotel.

If you have any further questions or wishes, please let us know.

We wish you a pleasant stay.

Yours Sincerely

Achim Thoma and Andrea Duarte, your hosts & team

from A to Z

Adapter	Common adapters are available at the reception.	
Allergies	Bedding for allergic persons is at your disposal. Please inform reception (-200) if required.	
Airport distances	Basel-Mulhouse: 65 km Karlsruhe Baden-Baden: 110 km Zurich: 150 km Stuttgart: 190 km Frankfurt: 270 km For transfer information please ask reception.	
Airline tickets	The receptionist will be pleased to assist you with reservation or changes.	
Baby bed	Baby beds are free of charge. Please inform the reception if required.	
Banquets & Conferences	11 banquet and conference rooms are available for your meetings and events. Our Banqueting Department will assist and advise you if you consider to plan an event in our hotel (-635).	
Bar	Our hotel bar serves drinks and small snacks (snacks until 9.30 pm).	
Bathroom stool	If you wish to have a bathroom stool please ask reception.	
Bedding	If you wish your bedding to be changed daily please inform our reception.	
Beverages	See minibar.	
Bikes/ E-Bikes	Rental bikes and e-bikes are available at the reception. Maps and tool kits are at your disposal. On request we arrange a guide for you.	
Blanket	If you wish to have an additional blanket, please inform the executive housekeeper (-703).	
Breakfast	Enjoy our vital breakfast buffet from Monday to Friday from 7 to 10.30 a.m. and on Saturdays, Sundays and public holidays from 7 to 11 a.m. for € 22. Breakfast can also be served in your room at these times. Please choose from the breakfast order card and hang it on your room door until 1 a.m. For room service we charge a fee of € 7,50.	
Bus	The next bus stop is directly in front of the 'KEIDEL Mineral and Thermal Baths' next to the hotel. For more information on location and schedule please ask the reception.	
Cash machines	Sparkasse in St. Georgen Blumenstrasse 21 79111 Freiburg	Volksbank Hartkirchweg 23 79111 Freiburg
Car rental	If you would like to rent a car, the reception staff will be pleased to help you.	
Check In / Check Out	The room is available from 3 p.m. on the arrival day and until 12 p.m. on the day of departure.	
Church	A variety of churches and mosques are situated in Freiburg. Please ask reception for more information on location and masses.	
Cigarettes	A cigarette machine is situated in the basement in the break-out area „Höllental“. Please note that we are a non-smoking hotel and smoking is only allowed on the hotel terrace within the designated areas.	

Cinema / Theatre	Our reception staff is happy to hand out the actual cinema and theatre program.
City Maps	Are available at the reception.
Clinique / Hospital	The University Clinique Freiburg has all common departments and a 24h ambulance. For emergencies the medical service of our partner Mooswaldklinik is at your disposal. All emergency addresses are available at reception.
Credit cards	We accept the following Debit cards: American Express, Mastercard, Visa Card, Giro Card, Maestro
Courier Service	With pleasure our reception organizes a courier service for you.
“Do not disturb”	Please hang the “Do not disturb” sign outside of your door if you do not wish to be disturbed.
Dorint Hotels & Resorts	With pleasure we do forward your reservation request to any other Dorint hotel, free of charge. For more information please ask the reception or visit to www.dorint.com .
Dry cleaning	A laundry bag and the price list can be found in your room, please inform the reception that you need laundry service.
Electric connection	All rooms are equipped with 220 volt alternating current. Please ask reception for adapters.
Emergency	In case of any emergency please contact reception (-299).
Emergency exit	Please mind the information signs. All rooms have emergency plans on the door.
Fire	In case of an emergency you will be warned by an alarm. Do not use the elevator, use the fire escape and follow the green arrows. Our staff escorts you safely to the meeting point. If you suspect fire in the hotel please inform the reception immediately (-299).
Fire escape	Please follow the green arrows.
Fire extinguisher	In case of emergency you can find the fire extinguisher on every floor. Please mind instruction plates.
First Aid	Please ask the reception (-299).
Fitness	Opening hours for our medical-fitness floor are: Mon - Fri 8 a.m - 8.30 p.m Sat 9 a.m - 7 p.m Sun, holidays 9 a.m - 2 p.m At the training room masks are mandatory. No face mask is required when training on the equipment. Our cardio machines, the dumbbell and stretching area are available to you without any restrictions. For the use of our Milon equipment we would ask you to arrange a briefing appointment at the reception.
Flowers	Our reception staff orders flowers for every occasion.
Garage / Parking	You can park your car or motorbike in our garage that is charged with € 7,50 per night or outside for € 1 per night. Please ask the reception staff for parking instructions.
Gesundheitsresort Freiburg	The ‘Dorint Thermenhotel Freiburg’ belongs to the Gesundheitsresort Freiburg. Together with the ‘Mooswald Clinic’ and our partner ‘KEIDEL Mineral and Thermal Baths’ we care for your wellbeing. Our slogan “natural. healthy. living” is visible throughout: become active with medical fitness programs, relax with medical wellness or enjoy numerous beauty treatments. The connected hot springs do refresh your mind.

Golf	Our partner 'Golf Club Tuniberg' is situated closed by in Freiburg Munzingen. You get a discount on green fee. There are three more partner clubs in the surrounding area. For more information please ask the reception.																
Handicapped accessible	We do have handicapped accessible rooms available. In case of emergency, qualified medical staff is at your disposal 24h a day.																
Housekeeping	If you want your room cleaned earlier or later, please inform reception (-200) or hang the sign "please clean the room" outside.																
Hygiene products	If you need some hygiene products such as a toothbrush set or a shaver, please ask for them at the reception (-200).																
Internet	See Wifi																
Ironing service	The ironing service is available from 8 a.m. to 6 p.m. Please refer to the list in your room for detailed pricing. Items are returned within 1 hour. Please call housekeeping (-703) or reception (-200) if needed.																
Iron / Iron board	Upon request we provide you with an iron and an iron board on your room. Please call housekeeping (-703) or reception (-200) if needed.																
Jogging / Walking	At our energy point in the hotel lobby you find jogging maps and you can lend walking sticks. Please ask reception.																
KEIDEL Mineral and Thermal Baths	Additional charge. The hotel is connected to the KEIDEL Mineral and Thermal Baths on the basement. Entrance coins are available at the automatic pay station at the end of our direct bathrobe walkway (cash or card payment). The Baths are open every day from 9 a.m. to 9 p.m. and possess hot springs and a spacious sauna. <table> <tr> <td>Thermal bath</td> <td>€ 14,50</td> </tr> <tr> <td>Thermal bath and sauna</td> <td>€ 24,50</td> </tr> <tr> <td>Children (0-15) thermal bath</td> <td>€ 11,00</td> </tr> <tr> <td colspan="2">Late entrance from 7.30 p.m.:</td> </tr> <tr> <td>Only thermal bath</td> <td>€ 8,90</td> </tr> <tr> <td colspan="2">Flexible ticket:</td> </tr> <tr> <td>Thermal bath</td> <td>€ 20,40</td> </tr> <tr> <td>Thermal bath and sauna</td> <td>€ 30,40</td> </tr> </table>	Thermal bath	€ 14,50	Thermal bath and sauna	€ 24,50	Children (0-15) thermal bath	€ 11,00	Late entrance from 7.30 p.m.:		Only thermal bath	€ 8,90	Flexible ticket:		Thermal bath	€ 20,40	Thermal bath and sauna	€ 30,40
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Lost and Found	Lost and found properties are deposited at reception.																
Luggage service / storage	Please contact reception (-200) to collect your luggage. Luggage can be stored at reception with pleasure.																
Mail	You can bring your mail at the reception counter. The next post office is in Andreas Hofer Straße 128, 79111 Freiburg – St. Georgen, Phone +49 761 480 8420.																
Maps	Maps for hiking, mountain biking and city tours are available at the reception.																
Medical Wellness & Beauty	Our own medical wellness & beauty department offers a range of wellness treatments. Educated staff treats you with products 100 % natural. Please inform yourself in our spa menu and book the treatments at reception or via -555.																
Minibar	Your minibar contains different beverages and gets restocked every day. Charges are added to your room bill. If there is any special request please do not hesitate to place your order directly in the restaurant (-643).																
Mooswaldklinik	Our partner 'Mooswaldklinik' is a specialized clinic on prevention and orthopaedic trauma rehabilitation.																

Newspaper and magazines	A selection of newspapers and magazines is available at the reception. Please inform us if you have special desires.	
Non-smoking hotel	We are a non-smoking hotel. Consequently all our rooms are non-smoking rooms. Non-compliance is charged with € 200. Please look out for designated smoking zones.	
Outside line	Please press "0" to get the outside line.	
Personal messages	If someone leaves a personal message for you, we will deliver it as soon as possible to your room.	
Petrol station	ESSO Station Ehret (1,5 km) Basler Landstrasse 120 79111 Freiburg – St. Georgen	ARAL Station H. Jäger (1,0 km) Freiburger Landstrasse 23 79112 Freiburg – Tiengen
Pets	Pets are not allowed.	
Pharmacies	Please ask reception for location and opening times of nearby pharmacies. Standard medicine is available at the front desk.	
Photocopy	Photocopies can be made at reception and are subject to charges.	
Pillows	We offer a variety of pillows for your comfort. Please ask the reception (-200) or housekeeping (-703) if required.	
Post cards / Post office	Post cards as well as stamps are available at the reception. With pleasure we will take care of the shipping. The post office is Andreas-Hofer-Str. 128, 79111 Freiburg-St. Georgen, Phone +49 761 4808420.	
Print Service	Please let our reception team know, if you need any printed documents. Our reception team is happy to assist you (-200).	
Public transport	You can use the bus to get to the inner city. The bus stop is 200 meters next to the hotel. For more information about tickets, prices and time schedule please ask the reception.	
Repairs	Please let the reception team know if there is anything in your room that needs to be fixed. We will then take care of it as soon as possible.	
Restaurant Münstereck & Pirol	<p>Our non smoking restaurants 'Münstereck' and 'Pirol' offer culinary highlights with regional and international influences. For more information, the current menu and reservations please contact reception.</p> <p>Closing days: Sunday and Monday 12 p.m. to 10 p.m.: Freiburg menu; 6 a.m. to 10p.m.: Room service menu</p> <p>Restaurant Münstereck: Mon - Fri 8 a.m - 8.30 p.m Sat 9 a.m - 7 p.m Sun, holidays 9 a.m - 2 p.m</p>	
Room Service	We are happy to bring you a food and drink selection from 6 a.m. to 10 p.m. The room service card is available in your room. Please place your order by phone (-643). If you would like to have breakfast in your room, please fill out the designated door pendant and install it on the outside of your room door until 1 am. We add a room service charge of € 7,50.	
Safety box	Every room is equipped with a safe. Additional safety boxes are available at reception. A liability is according to the hotel accomodation contract.	
Sewing service	For having a button sewed back on, please contact the reception.	
Shoe shine service	Available at the shoe polishing machine in the hotel lobby.	

Sightseeing and guided tours	Our reception staff informs you with pleasure.
Solarium	The solarium is located in the adjoining baths.
Stamps	Stamps are available at the reception.
Swimming pool	Please see 'KEIDEL Mineral and Thermal Baths'.
Taxi	Our reception staff assists you with a booking.
Table reservations	If you would like to eat at our restaurants Münstereck or Pirol or at an external restaurant, our reception staff will gladly forward your reservation. They also provide advice on which locations are recommendable.
Telephone calls	If you want to be called from outside the hotel please forward the following number +49 761 4908 – 'your room number' .
Tickets for concerts, opera & theatre	Our reception staff will be glad to assist with the booking.
Towels	If you need additional towels or if you require the towels to be changed daily please call reception (-200).
Train station	Freiburg central station is 6 km away. With pleasure we offer transfers for you free of charge upon request (max. 6 persons).
Traveller cheques	Traveller cheques can be redeemed at reception.
Wake up call	Please inform the reception about your favoured wake up time.
Washing and Ironing service	Please put your clothing in the provided washing bag and fill in the list. Drop the bag at the reception before 10 a.m. to be returned laundered and ironed the same day until 8 p.m. Please calculate a delivery time of 3 days for laundry with special care labels (dry, cleaning, etc.). We provide no service on weekends and sundays.
Wellness & Beauty	See medical wellness & beauty
Wifi	Wifi is available in all rooms and almost all public areas free of charge. For more information please ask the reception.