

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	The Basel/Mulhouse Airport is located approximately 65 km away from the hotel. You can easily reach the airport by taking the Airport Shuttle from Freiburg Main Train Station. A taxi ride costs around 100 €.	
Baby bed	Baby beds are free of charge. Please inform the reception if required.	
Banquets & Conferences	Eleven event rooms are available to you for relaxed meetings and celebrations. You are welcome to schedule an appointment with our event management team (-635 or online).	
Banks	Sparkasse im Stadtteil St. Georgen Blumenstraße 21 79111 Freiburg	Volksbank Im Hartkirchweg 23 79111 Freiburg
Bar	Our hotel bar serves drinks and small snacks.	
Bathroom stool	If you wish to have a bathroom stool please ask reception. (-200)	
Bathrobes / bath towels	Bathrobes and bath towels for the spa are available at reception. A deposit of €45 will be charged for each SPA bag. We kindly ask you to return both at check-out at the reception, then the deposit will be canceled accordingly.	
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 at the Münstereck restaurant from Monday to Friday from 7:00 am to 10:30 am, and on Saturdays, Sundays, and public holidays from 7:00 am to 11:00 am for €26 per person. If you prefer to have breakfast in your room, please fill out the provided door hanger. Please hang the completed order on your door by 1:00 am. Breakfast will be served to you from Monday to Friday from 6:00 am to 10:30 am, and on Saturdays, Sundays, and public holidays from 6:00 am to 11:00 am. We charge a service fee of €8.50 per order.	
Bus	See Public Transport	
Cash machines	Sparkasse in St. Georgen Blumenstrasse 21 79111 Freiburg	Volksbank Hartkirchweg 23 79111 Freiburg
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. A later check-out is possible upon request. Please inquire about additional costs at the reception.	
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.
Clinique / Hospital	The University Clinic 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: Giro Card, American Express, Visa Card, Mastercard.
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	Your garments are picked up and returned daily. In urgent cases, express pickup and cleaning can be offered (with an additional charge). For more information, please inquire at the reception.
Electric connection	All hotel rooms are equipped with 220-volt alternating current. International socket adapters are available at the reception desk.
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.
Environmental sticker:	Vehicles driving or parked in the Freiburg environmental zone require a green fine dust sticker. The municipal enforcement service also checks parked vehicles. Without a green sticker, you must expect a fine of € 80. You can obtain an environmental sticker from DEKRA or TÜV
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	See Medical Fitness
Flowers	Our reception staff orders flowers for every occasion.
Garage / Parking	Cars and motorcycles can be parked in our enclosed underground garage for a fee and subject to availability.
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 surroun-

	ding area. For more information please ask the reception.
Handicapped accessible	We do have handicapped accessible rooms available.
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 daily from 8 am to 6 pm and can be requested upon your preference. We are pleased to iron your clothes for you. Charges will be calculated according to the price list provided in your room. Your clothes will be returned to you within one hour. Please contact the housekeeper or the reception to avail of this service.
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.
Lost and Found	Lost and found properties are deposited at reception. (-200)
Luggage service / storage	Please contact reception (-200) to collect your luggage. Luggage can be stored at reception with pleasure.
Mail	See Post cards / Post office
Maps	Maps for hiking, mountain biking and city tours are available at the reception.
Massages / Medical Beauty & Wellnes	In our Medical Wellness & Beauty department, our trained professionals treat you with products made from natural ingredients. Please refer to our Medical Wellness & Beauty flyer for information on the numerous attractive massages and treatments available. You can inquire about appointments through the reception or by calling extension -555.
Medical Fitness	<p>The training area is open to our hotel guests at the following times:</p> <p>Monday to Friday: 8:00 am to 7:00 pm Saturday and Sunday: 9:00 am to 4:00 pm Holidays: 9:00 am to 2:00 pm</p>
Mineral and Thermal Baths	<p>Entry to the thermal baths is included in the room price and can be accessed directly via the bathrobe corridor. The required thermal wristbands are available for a deposit at reception and must be changed daily. The sauna area can be used for a surcharge of €12.00 per person.</p> <p>Opening hours: 9 am - 9 pm</p>
Minibar	<p>The minibar in your room, stocked with a variety of beverages and snacks, will be replenished on the day of arrival. This replenishment is included in the room rate. The included items are:</p> <p>1 bottle of Bad Dürrheimer Medium 0.5L 2 bottles of Freiburger Pils 1 bottle of Freiburger Schwarzwald Sprudel Limonade Sweet and savory snacks (Balisto + Lisas Kesselchips)</p> <p>There is no automatic refill during the stay. Guests have the option to order a refill package: Cost is 16.00 € per package. Do you have any further requests? Contact us at</p>

-200.

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 € 500. 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	You can receive „First Aid“ at the reception (-200). There, you can also find out where the nearest pharmacy is located or which pharmacy is on emergency duty.	
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	If something is not right or has been damaged in your room, please contact the reception (-200). We will arrange for a repair as soon as possible.	
Restaurant	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. Restaurant Münstereck: 12pm - 9:30 pm: Freiburger menu 6pm - 9:30 pm: Regular menu 6am - 10:00 pm: Roomservice menu	
Room card	You are welcome to request a second room card at reception. This will be provided with a 20€ deposit. Both cards must be handed in at check-out. If the card is lost, we will have to charge you the 20€ deposit.	
Room Service	We are happy to bring you a food and drink selection from 6 a.m. to 10:00 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 € 8,50.	

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.
Sauna at the termal spa	<p>The adjoining KEIDEL mineral thermal spa, which is subject to a charge, has one of the largest and most beautiful sauna areas in southern Baden. As soon as you enter the sauna through the turnstile, €12.00 is automatically added to your wristband and must be paid directly in the thermal baths.</p> <p>The sauna area is open daily from 10:00 to 21:00.</p>
Sewing service	For having a button sewed back on, please contact the reception.
Shoe shine service	You will find a shoe shining machine in the hotel lobby. Additionally, we offer a shoe shining service for our guests. Please contact our reception at extension 200 to use this service or to obtain further information.
Sightseeing and guided tours	Our reception staff informs you with pleasure.
Solarium	Tanning beds are located in the attached KEIDEL Mineral-Thermal Bath (for a fee).
Stamps	Stamps are available at the reception.
Swimming pool	See 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	You can find the phone manual here: learn more .
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	<p>Please put your clothing in the provided washing bag and fill in the list.</p> <p>Drop the bag at the reception before 10 a.m. to be returned laundered and ironed the same day until 8 p.m.</p> <p>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.</p>
Wifi	Wifi is available in all rooms and all public areas free of charge. For more information please ask the reception.