

HOTEL SCHLOSSRESIDENZ HEITZENHOFEN

HOUSE INFORMATION GENERAL HOTEL INFORMATION (A-Z)

ACCESSIBILITY

The hotel is barrier-free in the following areas:

Parking, entrance, reception, breakfast room, knights' hall, event room I and II, bistro Jagdstube, 3 toilet facilities ground floor, terrace and garden, restaurant Schlosswirtschaft, Schlossmühle suitenhaus entrance, elevator suite house suites 1 to 4 and room 1

GARDEN/FRONT GARDENS/TERRACE

Front gardens: Some of our rooms in the main house have their own small front gardens with sun loungers and seating.

Terrace: The hotel offers a large terrace with seating.

Garden: the large garden in front of the hotel invites you to relax.

HISTORY OF HEITZENHOFEN CASTLE

Castle complex from 1150 with former hammer mill then later grain mill.

Today hydroelectric power plant and hotel operation and restaurant

Schlosswirtschaft. Owned by the Sarfert family for 7 generations.

SUSTAINABILITY AND ENVIRONMENTAL PROTECTION BUILDING ARATION OF THE HISTORIC CASTLE

The preservation and renovation of the historic castle buildings is carried out continuously by the architect Dipl. Ing. Martin Sarfert.

ECO-CERTIFICATION

The hotel is eco-certified by the district of Regensburg with the eco-label "Environmental protection goes well with us".

CHARGING STATIONS FOR E-CARS and E-BIKES

In front of the hotel there are 3 electric charging points for cars.

In the bike garage there are charging points for e-bikes.

ELECTRICITY AND HEATING FROM GREEN ELECTRICITY

The hotel uses only the self-produced green electricity from our hydropower plant on the Naab as well as from our solar systems.

Energy management through motion detectors and energy-saving lamps.
Waste separation is carried out in accordance with legal requirements.

LIFT

A guest lift is located in the Schlossmühle in the suite house. The lift is barrier-free for wheelchair users.

PARKING and CHARGING FACILITIES

Parking car: Parking spaces directly in front of the Hotel Schlossresidenz and at Schlossmühle Suitenhaus

Garage for bicycles and motorcycles

Bicycle and motorcycle garage with e-charging possibility for electric bicycles, clothes drying, Own hotel access

Parking space bus and truck and boat

Truck parking space on sawmill in front of hotel
Boat parking on sawmill in front of hotel

Charging station for e-cars

Charging station e-cars: 3 pieces in front of the hotel

STAFF

Our employees are bilingual (german-English)

Reception is multilingual (german-English-French)

CLEANLINESS/HYGIENE

Cleanliness and hygiene in the hotel is our highest standard.
We work according to the current applicable health regulations.
Daily cleaning is carried out by qualified personnel.
On request stop cleaning during your stay.

II. Reception and Services

RECEPTION

Reception service: 6.00 a.m. to 10.00 p.m. Reception staffed.

Reachable by phone via hotel number: 09473-908390

Emergency bell on the doorstep

Arrival and self-check-in: key safe in front of the hotel

Reception is multilingual (German-English-French)

Seating and beverage service

Offered in our winter garden in front of the reception and the reception hall

SERVICES

- **Self Check in and Self Check out** via Luca App or Corona App
- **Adapters**, adapters international and charging cable rental at the reception
- Accompanying guests to your room upon arrival
- Personalized welcome in the room
- Central vault depot option
- Luggage service is available on request on arrival and departure
- Luggage transport for cyclists and hikers for a fee
- Secured luggage storage for guests
- Mail and parcels and correspondence Acceptance and forwarding
- Guest Services Advice on excursions, booking maps, recommendation and booking of restaurants, passing on information material, recommendation of hiking and sports routes
- Celebrations Planning and coordination, implementation at reception
- Information material about the region at the reception
- Laptop rental for a fee
- Printing option private, **secure** printing of your documents on request

- Current media offer printed: Mittelbayerische Zeitung and Focus
 - Current media offer digitally free of charge via our hotspot Internet
 - access Sewing kit in the room
 - Minibar we are happy to fill your minibar with more drinks
 - Rental of umbrellas at the reception
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 - Room service with dining offer from 6.00 a.m. to 10.00 p.m.
 - Shoe shine machine in the ground floor
 - main house Shoe polishing utensils in the room
 - Conferences and workshops Planning and implementation at reception
 - Transport of taxi orders, timetables bus and train
 - Telecommunications: Rental of mobile devices on request for internal and external communication with operating instructions
 - Second service (turndown) in the evening in category Superior and Suite
 - Free Wi-Fi in all hotel areas via hotspot
 - Laundry and ironing service/dry cleaning
- Drop-off at the reception before 9 a.m. in a laundry bag
Return by appointment
- Wake-up service please arrange at the reception
 - Payment is cashless per creditcard, cash or by bank transfer possible

- **ROOM**

- Find a room and emergency The way to the rooms is signposted. Emergency exits are marked.
- Room type Our hotel has the following room categories
 - Single Room Comfort
 - Double Room Comfort
 - Double Room Superior
 - Family room and family apartment
 - Suites Junior Suite
 - Suites Riversuite
 - Suite Haus Turmvilla

Room sizes

The single rooms have a size of 21-28 sqm

The double rooms have a size of 24-35 sqm

The house Turmvilla has a size of 220 sqm

The Junior Suites have 100 sqm. The River Suites have 140 sqm.

The suites in the main house have a size of 60 sqm

The beds have a modern box spring mattress system or medical slatted frame

Bed width and bed length

The double beds have a size of 2 m x 2 m

The single bed has a dimension from 1 m x 2 m or 1.60 m x 2 m or 2 m x 2 m

The beds have a modern box spring mattress system or medical slatted frame.

Rooms Equipment

Bed, Desk, Bedside tables, Bedside lamp, TV, Wardrobe, Table, Chair/couch, Luggage rack, Mirror, Minibar, Safe, Recycle bin, Coat hook, Lighting, Socket 220 Volt, several TV in suites,

Bathroom

with shower and toilet, washbasin, cosmetic mirror, hairdryer, some with bathtub, heating or towel warmer, towel rail, soap, shower gel, shampoo, cosmetics, tooth cups, cosmetic towels, toilet rolls, waste containers, towels and bath towels, bathrobe and slippers and stools on request

- Extra beds Baby and extra beds Adults on request
- Extra duvets and pillows on request
- Iron and ironing board on your room
- Tea maker, cups and tea in your room
- Pillow bar: you get 2 pillows and You can choose between 3 different pillows.
- Pillow and duvet cleaning and Molton cleaning is done twice a year and annual replacement.
- Darkening: the rooms can be darkened with curtains.
- Allergy friendly bed linen and pillows and blankets on request.
- Annual mattress deep cleaning.
- Windows are soundproof.
- Cooling effect due to good insulation, by fans in the upper floor.
- Television nationally and internationally
- Writing instrument and notepad in your room
- Shoehorn in your room
- Room cleaning/linen change Daily housekeeping by specialist staff. Stop daily cleaning on request Bed linen change takes place twice a week and daily on request

- Towel change daily on request
- Basic cleaning of all hotel rooms by specialist staff on a regular basis.

GASTRONOMY

Breakfast from 7.00 a.m. to 10.00 a.m.

Breakfast buffet with service and preparation of egg dishes

Location: Breakfast room in the main building, conservatory and terrace

Drinks bar and **minibar and maxi bar** and coffee-tea maker

Drinks can be ordered in the **Bistro Jagdstube**, in the conservatory, in the breakfast room, at the reception and on the terrace.

Each room has a **minibar** with a basic filling of drinks and snacks. We are happy to bring you more drinks.

In the large Knights' Hall there is a **maxi bar** with drinks and glasses. Please note the room number and drinks when withdrawing.

Coffee and tea making facilities in your room Jagdstube and winter garden with coffee and drink service with bar, food and lounge area from Monday to Saturday

Restaurant Bistro Jagdstube and Wintergarten

Coffee and **beverage service** and dining in the bistro with bar and lounge area from

Monday to Saturday from 7.00 a.m. to 12.00 a.m.
and 3.00 p.m. to 10.00 p.m.

Sunday from 7.00 am 11.00 a.m.

Restaurant Schlosswirtschaft

Summer: Tuesday to Sunday (6 days)

Winter: Friday to Tuesday (5 days)

Half board available please **book in advance**

Room service with dining offer **from** 6.00 a.m. to 10.00 p.m.

EVENT AREA

Banquet facilities for up to 100 people in the Sarfert Hall

Catering via Schlosswirtschaft Heitzenhofen or external caterer

Meeting rooms

in 2 sizes with daylight and blackout

up to 50 persons in the Landgraf Hall

Up to 100 people in the Sarfert Hall

Equipment

Lectern, beamer, screen, TV, sideboard, W-LAN Internet, Tables and chairs

Conference catering Conference drinks, coffee breaks, conference snacks, conference lunches, conference evenings, conference framework programme

Group work room

Jagdstube up to 20 people

LEISURE

Garden and terrace area

Benefit from our large garden with sunbathing lawn and garden loungers.

Relax on our large terrace with lounge furniture.

We are happy to serve you in the garden and on the terrace with drinks

Bike rental and bike garage and motorcycle garage

On the doorstep is the beautiful 5 rivers cycle path through the picturesque Naab Valley. We offer bike rental. We offer you a storage room with charging facilities for e-bikes and Motorcycles as well as drying facilities for your wet clothes.

Sauna with Relaxing room

Our sauna in our large knights' hall with sunbathing area is available to you daily free of charge.

Please register for a visit. Sauna towels are available in front of the sauna.

Indoor swimming pool

Our hotel has a heated indoor swimming pool for swimmers.

Please register for a visit. Towels are available in the swimming pool area.

Please ask at the reception for the rates for use.

Boat rental and fishing

For boat rental, we recommend boat rental in Pielenhofen.

For fishing there are day tickets in Distelhausen.

Children

- Game collection in the Jagdstube
- Playground in the garden of the Schlosswirtschaft
- Outdoor games for the meadow
- High chair available
- Football kicker in the Knights' Hall
- Cot and baby cot on request
- Painting corner and children's books on the 1st floor

Central sanitary facilities

Toilets can be found in the Jagdstube, in the breakfast room, at the sauna, at event room Sarfert, in the suite house ground floor.

QUALITY ACTIVITIES

To improve our quality, you can Rate us on the online booking portals

Your wishes and suggestions for improvement Express criticism on site

Notify us in writing by e-mail

We try to implement improvements on site during your stay.

We evaluate your reviews and answer your online reviews.

Please rate your stay after departure on the online booking portals.

ONLINE ACTIVITIES

Own homepage/ Own booking platform

Please visit our homepage in the languages german and English and French – also suitable for mobile devices.

www.schloss-residenz-heitzenhofen.de

You can find out there about room types, room pictures, prices

You can book via our own booking platform Bookingbutton.

You can view offers. You can **plan** your journey

You can leave us a comment and a review.

Sustainability Label

Our hotel is certified with the environmental label of the district of Regensburg "Environmental protection goes well with us".

Use of green electricity for electricity and heating

Purchase of local products Save resources

Conscious handling of food and waste separation

Electric charging stations for cars and bikes

Dear guests, please also contribute to an environmentally conscious stay

