

CASTEL
HÖRTENBERG



*Dear guest,
welcome to Castle Hörtenberg!*

*In this directory you will find details of our
services dedicated to you.*

*We hope that you will have a fantastic stay and
do not hesitate to contact us in case of need.*

*A warm welcome
from the Hörtenberg Team.*

HOTEL SERVICES

RECEPTION 24/24

*The check in is **from 3 pm** and check out is **by 10.30 am**.
If you wish to have a later check out you can ask the reception, due to
availability this may be accepted or not.*

This service has an additional cost.

If you have any other requests please do not hesitate to contact us.

CONCIERGE

*To meet your needs, organise tours and outdoor activities
according to the season, our concierge service
is available **from 7 am to 10 pm***

HOUSKEEPING

*Room cleaning service is available in the morning
and couverture service in the evening.*

*We kindly ask you to exhibit the card you find
on the back of the door to allow the daily cleaning.*

*If you do not wish this service,
please put the **“Do not disturb”** sign on the door.*

ELECTRIC CAR CHARGER

*In the car park of our facility there are specific charging stations where you
can charge your electric car.*

CASTEL
HÖRTENBERG



BOLZANO-BOZENO

WIFI

*In the whole facility a fast internet connection is available.
To connect please select the **Castel Hörtenberg** network
and enter the password: **Castel22**
Once connected please press **login**.*

PRESS READER

*For our guests we have come up with a green solution to protect the environment. We offer you the possibility to read your favourite newspaper by scanning the **qr-code** on the card on your desk.*

*This application is connected to the Castel Hörtenberg network and offers you the possibility to read more than **7000 newspapers**.*

*Once you have downloaded your favourite newspaper, it will remain available for another **6 hours after your check out**.*

SECURITY

FIRE

*There are **fire detectors** connected to the control center.
At Hörtenberg Castle, smoking is strictly prohibited both in rooms and public areas. The reception will be happy to direct you to the nearest **smoking area**.*

SAFE

*There is a safe in each room where you are welcome to deposit your valuables.
Instructions are on the safe door.*

CASTEL
HÖRTENBERG



SOLZANO-DOLOMITES

SPA & BEAUTY

The wellness area is open **from 2 pm to 8 pm** (except on special evenings). Access **is not permitted** to children under 16 years of age, pregnant women, people with heart problems and pacemaker wearers.

The environment of our Spa is quiet and relaxing, please respect the privacy and serenity of other guests and avoid using your mobile phone or PC.

The Spa treatment menu is available at the reception.

The heated outdoor swimming pool is accessible **from 7 am to 8 pm**.

The gym is located on the ground floor and it is accessible 24 hours a day, 7 days a week.

RESTAURANT

TIME

Breakfast menu

Buffet from 7:30 am to 10:30 am

Room service has an extra charge, please consult the fish in the card holder.

Please exhibit it before 12 am.

Lunch menu

We offer a reduced lunch menu from 12 am to 3 pm.

Dinner menu

The wine cellar is open from 6:30 pm to 9.30 pm.

An extra charge for room service may be applied

Night menu

The night menu is available from 9:30 pm to 6 am

The average wait for the room service is approximately 30 minutes.

CASTEL
HÖRTENBERG



SOLZANO-DOLOMITES