

Im Wiesengrund

Service guide

Dear Guest,

In the name of the Families Hagelstein & Hiestermann, we
would like to take the opportunity to
welcome you warmly
at our hotel „Im Wiesengrund“

We have compiled a list with useful information helping you
to get familiar with our hotel and restaurant and to have a
pleasant, relaxing and varied stay at the “Wiesengrund”

Do you have any questions, wishes or suggestions? Please
feel free to contact us if we can be of further help or
assistance.

We wish you a pleasant stay at our hotel
Yours sincerely, Families Hagelstein and Hiestermann

&
all helping hands

A

Allergic sufferer:

Please contact us prior to your arrival if you will need any special laundry or food because of your allergies.

Arrival and departure:

On the date of arrival your room is available from 3 p.m. Please vacate your room on departure day until 11 a.m. and leave the room key at the reception. Thank you very much!

ATM

The next ATMs (cash machines) are located in Hermannsburg at the Sparkasse (Lotharstraße 3) or at the Volksbank Südheide (Billingstraße 2-4)

B

Baby cot

Upon request, baby cots can be added to the rooms. Please let us know.

Bathroom stool

We will provide you with a bathroom stool on request. Please contact the reception.

Beds

The headboard and the foot part of the beds in our main building, guest house 1 and guest house "Hof Wiesengrund" are adjustable.

Bike rental

If you want to go on a trip by bike, we would be pleased to provide you with different hire bicycles for € 10.00 per day. Half a day costs € 5.00. If pre-booked, we can provide you with E-bikes for € 20.00 per day. Bicycle maps and walking maps can be purchased at the reception.

Bicycling:

The nature park Südheide offers different and varied bicycle tours. Touring maps can be obtained at the reception. Our helping hands will be happy to advise you on tour suggestions.

Bicycle cellar

If you have brought your own bicycles with you, we do offer a bicycle cellar as storage facility. A charging station for E-bikes can be found in the bicycle cellar as well. Please lock your bikes. We assume no liability for lost bicycles. In addition to that, we ask you not to charge your batteries in the hotel room. The batteries could cause a room fire.

Bicycle work shop

We have a bicycle workshop in Weesen. The workshop is located at Wiecheler Weg 1, Weesen.

Board games:

If you want to borrow a board game, we have a game collection in the “Gaststuvv”. Please return the games completely after using them in order that the next guests can take much pleasure in playing the games as well.

Breakfast

From Easter until October, we serve our sumptuous breakfast buffet from 07.30 a.m. until 10.00 a.m. in the Wintergarten. From October until Easter, we serve our breakfast buffet from 8.00 a.m. until 10.00 a.m. Please contact us in case you need to have breakfast earlier.

C

Celle:

The ducal town of Celle is always worth a day trip. Guided tours take place daily from May to October at 11.00 a.m. In November and in April the guided tours take place on Saturdays and Sundays at 11.00 a.m. Meeting point is the bridge in front of Celle’s palace.

Charger/Adapter on request

On request, chargers and adapters are available at our reception.

Check in:

starting at 3 p.m.

Check out:

until 11 a.m.

Creditcard

Besides debit card and cash payment, we do accept payment with Maestro-; Visa; Euro- or Mastercard at our hotel.

D

Doctor:

Medical emergency service

Address: Siemensplatz 4, 29223 Celle

Telephone: 116 117

Current surgery hours:

Monday -Tuesday :	7 p.m. - 11 p.m.
Wednesday:	3 p.m. - 11 p.m.
Thursday	7 p.m. - 11 p.m.
Friday:	3 p.m. - 11 p.m.
Saturday, Sunday or feast day:	8. a.m. - 11 p.m.

Drugstore:

Drugstore articles can be purchased at Rossmann (Am Markt 1) or in the supermarkets nearby.

E

Electromobility:

You have arrived with your electric vehicle? A charging station is available for you at Hof Wiesengrund. For the charging of your electric car, we invoice a lump sum of 10,00 Euro per every charging. Please let us know in advance if you would like to charge your electronic vehicle.

F

Festivities:

For special occasions, we will be happy to provide you with individual menus and buffet suggestions. We will arrange your celebration according to your wishes. You are welcome to give us a call or contact our staff at the reception.

Filling station:

There are a "Star Tankstelle" (Celler Str.30) and a "Raiffeisen Tankstelle" (Celler Str. 51) in Hermannsburg.

G

Guest information

In our digital guest information folder you can find different destinations, weather forecasts and much, much more.

H

Hair dryer

Hair dryers are present in every bathroom.

Heath:

The next heath area (Misselhorner Heide) is 2.0 kilometres away from our hotel.

Hiking:

Our hotel is the ideal starting point for your walking tours -embedded between forests and meadows. The hotel "Im Wiesengrund" is located directly at the "Heidschnuckenwanderweg". Hiking maps and interesting suggestions for your walking tours can be received at the reception.

I

Internet:

Free WIFI is available in the restaurant, on the terrace and in all our rooms and apartments. Please log in free of charge at Hotspots. You only must accept /agree to the terms and conditions.

Invoice:

See: Payment

L

Latchkey:

Please take the latchkey with you if you plan to come back to the hotel later than 11pm. We ask for your understanding, that we will charge a fee of € 35.00 if the key is lost.

Laundry and ironing service:

Would you like to have your laundry ironed or washed? Please feel free to contact our staff at the reception.

Leisure time:

In the foyer and in the hallway, we do keep ready various flyers and brochures as well as a folder with leisure and excursion offers for the area of Hermannsburg. Further suggestions can be received at the reception.

Lounger:

Loungers for a relaxing sun bath can be found in the garden house.

Luggage service:

We will be happy to help you with your luggage.

Lüneburg:

Lüneburg - the city on salt - is well worth seeing and has a lot to offer when it comes to activities and cultural experiences. During your stay you should consider a day trip to Lüneburg. Different kind of museums, the beautiful architecture of the Old Town and various small cafés and bars invite you to linger. From the train station in Unterlüß runs every hour a train (Metronom) to Lüneburg.

M

Magazines:

Different magazines (free of charge) can be found at our hotel foyer in the main house.

Minibar:

Unfortunately, we do not have a minibar in our hotel rooms. But a bottle of mineral water can be found in every hotel room as a welcome drink.

Museums

7 Museums can be visited in the ducal town of Celle. In Hermannsburg you can visit the "Heimatmuseum". The opening times of the "Heimatmuseum" are as follows: From April to October, it opens on Tuesday and Sunday between 3 p.m. and 5 p.m.

N

Nature conservation.

The "Weesener Bach" is under conservation since 1999. Please observe the associated rules and specifications in order to protect and help to preserve the diversity of our nature. Thank you!

Nature Park "Südheide"

The nature park "Südheide" is located in the heart of the region Celle. It has been founded in 1964. With an area of approx. 500 km², the nature park "Südheide" is the largest nature park in the Lüneburger Heide.

Non-smoking rooms:

This is a non-smoking hotel. We would like to ask you to accept this rule. You will find a smoking area in front of the hotel entrance.

P

Parking area

We have a free parking area next to our hotel and on the opposite side of our hotel. Two parking spaces are reserved for guests with mobility handicap.

Payment

In our hotel we do accept cash payment or payment with EC cards, Maestro cards, Visa-, Euro- or Mastercard. If you are in a hurry in the morning, you can pay your invoice the evening before departure. Our reception is open from 8.00 a.m. until 9.00 p.m.

Pets

Did you bring your pet along with you? Please make sure that your pet does not lie on the bed or on the chair. We kindly ask for your understanding that we will charge an extra cleaning fee of € 25.00 in case this should still happen. Out of consideration for the other guests we ask you to put your pet on a leash. We charge € 8.00 per day and pet (excluding animal feed).

Pharmacy

Hubertus Apotheke

Address: Gerichtsweg 1, 29320 Hermannsburg

Telephone: +49 (0) 50 52/ 4 52

Pillow:

On request, we provide you with an additional pillow. Please contact our reception.

Playground

For our little guests, we have different play equipment located in the garden house in our hotel garden. On the opposite side to the hotel, there is a playground which is tested and certified by the TÜV (German technical supervisory association). Please take care of your children while they are playing. We assume no liability.

Post

You can leave your outgoing mail at the reception. We would be please to bring your mail to the post office. The next post office is in the shop “FindeFuchs” at Celler Straße 1, 29320 Hermannsburg.

Printing/Copy/Scan

If you want to print, make a copy or scan documents, please contact us. We are happy to be of further help.

Q

Quality

Our hotel has been classified with 3 stars by the German Hotel Classification. We strive to comply with the given standards and to fulfil the wishes of our guests. Should a service not be to your satisfaction, please inform the reception desk.

R

Reception:

Our reception is open from 8.00 a.m. until 9.00 p.m. If you wish to depart earlier than 8.00 a.m., we kindly ask you to pay your invoice the day before.

Restaurant:

Our restaurant is open from Monday until Sunday from 11 a.m. until 11 p.m. From October until July, our restaurant is closed on Tuesdays. From August until October, we also open on Tuesdays starting at 6 p.m.

We offer a daily lunch from 12 a.m. until 2 p.m.

From 2.00 p.m. until 5.30 p.m. we offer a small menu with hearty snacks.

Wednesdays until Sundays we offer delicious Belgian waffles from 2.00 p.m. until 5.00 p.m. Dinner will be served from 5.30 p.m. until 8.00 p.m.

S

Satisfaction

How did you like your stay at our hotel? We would like to invite you to give an appraisal for our hotel and service. Therefore, we kindly ask you to share your email-address with us.

SAT-TV.

Should you have any problems with the TV reception or similar, please do not hesitate contacting us. We will try to solve this problem as soon as possible. You can also receive radio programmes with your television.

Sewing:

Have you lost a button? You find a sewing kit in your room.

Shoeshine machine:

A shoeshine machine is placed in the hotel entrance area as well as in our guest house "Hof Wiesengrund".

Shopping:

The following shopping facilities can be found in Hermannsburg:

- Aldi Hermannsburg, Celler Str. 45
- Edeka Ehlers, Celler Str. 18
- Netto Marken Discount, Lotharstraße 40

Staff:

The kitchen and the cooking are organized by Mrs. Röhrs and her creative members of staff. Mrs. Hagelstein is organising the reception and the service at our hotel. A well-trained team is standing at her side.

T

Train station:

The next train station is in Unterlüß. The distance amounts to 12 kilometres. We will gladly organize a shuttle-service for you. Please contact us.

Telephone:

For the outside line you must dial 0.

Your personal direct dialling number accrues from 05052/
98 94 + room number. (e.g., 98 94 +14 for room no. 14)

Please note that this does not apply for hotel room no. 11. For room no 11 you must add 13.

For every phoning unit we will charge € 0.26. Phone calls from room to room are free of charge. Reception number: 40 Bar: 41

Television:

We have a modern TV set in each room. It is possible that you might find a TV channel on a different station than home. We kindly ask you not to change the TV settings. If you wish to receive an overview of today's TV programme, you obtain it by clicking on your remote. Depending on which TV device you have in your hotel room you either click on the "EPG" key or the "Guide" key.

Toiletries:

Have you left your toothbrush, shaver or miscellaneous toiletries at home? Please contact us. We do have a small collection of different toiletries at the reception.

U

Umbrella:

Umbrellas are located next to the entrance doors in the main house and in our guest house "Hof Wiesengrund". You are welcome to borrow them free of charge. In the interest of the other guests, please return the umbrellas after use.

V

Valuables:

For insurance reasons we would like to ask you not to leave any valuables, jewellery or money amounts in your room or vehicle. We assume no liabilities for lost valuables. The rooms in the main building, guest house I, guesthouse “Hof Wiesengrund” are equipped with a deposit box, where you can lock in your valuables.

W

Wakeup call

You wish a wakeup call? Please inform the reception about your desired wakeup time a day before. The reception will give you a wakeup call then.

Wireless network:

See: Internet

**Should you have any queries, please do not hesitate contacting us.
We wish you a pleasant stay.**