



## Welcome to Appartementhaus Regina

We are pleased that you are our guest  
and that we may spoil you in our "Regina".

Hospitality, family flair and, above all, your well-being are  
very important to us.

This guest information is intended to help you find your  
way around the "Regina".

Should you have any questions or requests, we will of  
course be happy to assist you.

We wish you a pleasant and relaxing stay.

*Herzliche Familie Heger*

Your family Heger  
and team



## At a glance

### *Wi-Fi*

network: Reginagaeste | password: Regina2021

### *Wellness*

Indoor pool: 6:30 am - 7 pm

Saunas: on request 12 am – 9 pm

Appointments for massages at Flora Spa & Wellness

In-house: 110 | E-Mail: [spa@parkhotel-flora.de](mailto:spa@parkhotel-flora.de)

We ask for your understanding that the wellness area and outdoor pool of the Parkhotel Flora are **not available** to guests of the Appartementhaus Regina.

### *Reception*

Open from 7 am – 6 pm

Room telephone no. 92

### *Bread delivery service*

Bread roll order until 17:30 at the reception desk

### *Waste disposal*

Access in the staircase lower floor

### *Departure*

Check-out until 11 am



### ***Parking***

Please use the advertised parking space behind the apartmenthouse building.

### ***Konus Card***

By providing your details, you will receive the Konus Card, which allows you to use regional rail and bus services free of charge.

Please pick it up at the reception.

You can check the train times here: [Die Bahn](#)

### ***Red Card | Hochschwarzwald Card***

From a stay of 2 nights, you receive the Red Card. With this card you can enjoy numerous attractions at reduced prices or free of charge. You will receive the Red Card digitally by e-mail. You can find more information on how to use the Red Card in the Guest A-Z.

### ***Hiking + Excursions***

All premium hiking trails and everything about the Black Forest can be found on the homepage of the Hochschwarzwald

Tourismus GmbH: [The Upper Black Forest](#)

Our staff will be happy to help you with tips and questions.

## Guest information from A-Z

Simply click on the term, the document jumps to the desired location.

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**PARKHOTEL FLORA**

Apartmenthotel Regina

FAMILIE HEGER

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Apartmenthotel Regina

FAMILIE HEGER

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## A

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### Address

Our address is:  
Appartementhaus Regina  
Sonnhalde 18  
79859 Schluchsee

### For postal delivery

Address of Parkhotel Flora:  
Parkhotel Flora  
Sonnhalde 22  
79859 Schluchsee

## B

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### Bank

Sparkasse St. Blasien  
Business office Schluchsee  
Kirchplatz 8  
79859 Schluchsee  
Telefon +49 (0)7656 974311

### Bathrobe and bath towels

You are welcome to borrow a bathrobe or bath towel for a fee (€ 3.00 per piece).

### Bicycle garage

A bicycle garage is available for our guests. Please ask at the reception

### Bike and e-bike rental

For your bike tour, we can provide rental bikes (€ 15.00/day) or e-bikes (€ 30.00/day) on request during the summer months, subject to availability.

### **Blanket**

You will find a woolen blanket in the room wardrobe.

If you would like another duvet, please inform our staff at the reception or in housekeeping.

### **Bread delivery service**

Please place your order at the reception by 17:30 (Tel: 92).

In the morning, the rolls will be placed in front of your apartment door by 07:30 am.

You can order the following baked goods:

### **Bread rolls | Buns for 0,90 €**

Wheat

Crusty

Rye

### **Bread rolls | Buns for 1,20 €**

Wholemeal spelt

Multigrain

Sunflower seed

Pumpkin seed

Pretzel

Pretzel knot

Pretzel stick

### **Pastry for 1,60 €**

Croissants plain, chocolate, whole wheat, pretzel

Cheese pretzel (not available on sunday)



## C

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### Chargers / Adapters

Forgotten your mobile phone charging cable? We might have the right piece for hire at reception. Please just ask.

### Charging station

For charging your electric vehicle, a charging station is available on the side car park, at the hotel tower (according to consumption 0.60 €/kWh). Please park in a neutral parking space after the charging time so that the charging station is not blocked for other guests. Registration via the reception.

### Check-in

From 3:30 pm

### Check-out

Until 11 am

### Credit cards

We accept card payments via bank card, Mastercard and Visa. Please note that we do not accept American Express cards.

## D

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### Departure - final cleaning

Your apartment is at your disposal until 11:00 a.m. on the day of departure.

The final cleaning of your flat is included. This does **not include** the cleaning of your used dishes, pots and glasses and the disposal of the rubbish.

If our cleaning staff is met with increased cleaning effort due to improper leaving of the apartment, we take the liberty of charging you an extra fee.

### Doctor

- Emergency call - first aid DRK rescue service: 112
- Medical on-call service: 116 117
- Medical practice Medi-MVZ in Schluchsee: +49(0)7656 1213

Pre-dial "0" to make a call via the in-house telephone.

## E

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### Emergency exits

In each room there is a plan of the escape routes in case of fire. Please look carefully at the escape routes, never use the lift in case of fire.

### Events

In the entrance area we have numerous flyers and brochures on the topics of sports facilities, excursions and event tips with information about Schluchsee ready for you. You can also find out more about the latest news at [www.hochschwarzwald.de](http://www.hochschwarzwald.de)

## F

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### Fire safety

For safety reasons and due to fire hazard, no open fire is allowed in the guest rooms (candles, tea lights or other). All rooms are non-smoking rooms, this also includes e-cigarettes, vaporisers and similar.

## G

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### Games

We have a collection of games available for you at our reception. Please return the games in full after use so that the next guests can also enjoy them.

### Garage

You are welcome to reserve a garage parking space for a fee. The price is € 10.00 per night. The use of the outdoor parking spaces at the house is free of charge.

### Gastronomy

You will find a selection of recommendations for inns and restaurants in the entrance area of the apartment building. You can find a detailed overview via the following link: [gastronomy](#)

### Gift vouchers

Gift vouchers are available at the reception. These can be redeemed for all services of the Parkhotel Flora and the Appartementhaus Regina. We do not offer accommodation vouchers.

## H

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### Hiking tips and hiking maps

In the entrance area of the apartment building you will find a selection of free hiking maps with premium hiking trails and flyers about excursion destinations in the region.

The following maps are available for purchase at the hotel:

- Local map Schluchsee
- Hiking map Schluchsee
- Cycling map
- Winter hiking map

You can find many additional hiking routes and our premium hiking trails via the following link: [Hiking region Upper Black Forest](#)

You can find the current hiking schedule with guided hikes on the Internet via the following link: [guided hikes](#)

## I

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### International plug adapter

Receive free of charge for rental at our reception desk.

### Ironing board

If you need an ironing board and iron, please contact the reception.

## K

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### **KONUS – free travel throughout the Black Forest**

With the Konus guest card you can use public transport (bus and train, 2nd class) within a radius of over 100 km and the city transport of Freiburg.

The printed card will be deposited for you at the reception. The digital Red Card | Hochschwarzwald Card is not valid for this.

Further details and an overview map can be found here: [KONUS-Karte](#)

## L

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### **Laundry service**

In the Appartementhaus Regina there is no washing machine available for our guests to use themselves. Alternatively, you can have your laundry cleaned at the Parkhotel Flora for a fee.

A price overview is available at the reception.

### **Leisure time**

In our entrance area you will find various flyers and brochures with information about the leisure activities in and around Schluchsee.

You can also find much more information on the website

[www.hochschwarzwald.de](http://www.hochschwarzwald.de)

### **Linen change**

Should you require a change of bed linen and towels, please inform us at the reception. We take the liberty of charging you € 8.00 per person and change for the change of linen. You can also book a cleaning in between for an extra charge.

### Lost and found

Please make sure that you do not forget any personal items in your room. On request and for a fee, we will of course send you your lost property.

## M

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### Massages

The massage facilities are located in the neighbouring Parkhotel Flora. Appointments can be made directly on site, via in-house phone 110 or by e-mail [spa@parkhotel-flora.de](mailto:spa@parkhotel-flora.de).

You can find the current offer on our [homepage](#).

Arrange your treatments in good time before your arrival so that your wishes can be taken into account.

## P

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### Parking

Parking in the designated car park behind the apartment building is included. A garage parking space is available at a price of 10.00€ Please do not park directly in front of the hotel entrance.

### Payment

We accept cash payments in euros, as well as payments via cash card, Mastercard and Visa.

Please note that we do not accept American Express credit cards. You can settle the bill on the morning of the day of departure or the evening before.

## Pets

You are welcome to bring your dog, we charge € 22.00 per night (without food). Below are a few rules to follow for guests with a dog:

- One dog per room is allowed.
- We can only accommodate animals that are house-trained and socially acceptable.
- Liability insurance is compulsory for dogs.
- Your dog is not allowed here: inside the wellness area

## Pharmacy

The pharmacy “See-Apotheke Schluchsee” is located in the village centre, about 6 minutes’ walk from the hotel. Turn right in front of the town hall, straight past the tourist information.

See- Apotheke- Schluchsee +49 (0)7656 – 593

## Photocopies

Photocopies and scanning facilities at reception.

## Pillows

We are happy to provide you with a small selection of different pillows. Please speak directly to our room attendants or ask at reception.

## Playground

Right next to our hotel is the “Hochschwarzwald fun park” with tubing, football golf, indoor games and other fun attractions. Have your Red Card / Hochschwarzwald Card ready for any discounts.

The fun park is not operated by the hotel.

There is another public playground in the Kurpark.

## Post

Your incoming mail will be available for collection at the reception desk in your guest box at around 12 am.

Postcards and stamps are available at reception. You can leave your outgoing mail at reception. This will be delivered to the post office the next morning of a working day.

## Printer

We will be happy to print your files for a fee. Please send them by e-mail: [info@parkhotel-flora.de](mailto:info@parkhotel-flora.de)

For security reasons, we do not accept data carriers (USB stick/CD).

## Q

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## Quality

We always try to fulfil the wishes of our guests. Should a service not be to your satisfaction, please inform our staff at the reception.

## R

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## Reception

Our reception is staffed from 7 am to 6 pm.

You can reach the reception by room telephone via "92".

## Red Card | Hochschwarzwald Card

With the digital Hochschwarzwald Card, you can use a wide range of leisure services free of charge or at a reduced rate.

You receive the card from a stay of 2 nights.



### **What does the digital Red Card look like?**

Instead of a physical chip card, you will receive a QR code after activation. Each Card guest receives their own QR code. Several QR codes can be stored on one smartphone. The QR code can also be used in printed form.

### **How does it work?**

With the Hochschwarzwald Card, you can enjoy around 100 Card attractions and experiences free of charge. You can use these included services free of charge once during your holiday stay. You can also book tickets at a special Card price with other Card partners at [mein.hochschwarzwald.de](https://mein.hochschwarzwald.de). These include the Badeparadies Schwarzwald with an exclusive 2-hour ticket and the Feldberg cable cars with a flexible "3 in 5 days" adventure ski ticket (some periods excluded). You can book these tickets as often as you like during your stay. You can also use the Hochschwarzwald Card on both the day of arrival and the day of departure. All information on Hochschwarzwald Card - [use leisure activities free of charge](#)

### **How do I get the digital Red Card | Hochschwarzwald Card?**

After check-in, you will receive a registration link by email, which you can use to register on the guest platform [mein.hochschwarzwald.de](https://mein.hochschwarzwald.de). After logging in, you will be taken to your Card area and will find the included services and the services at a special price below the image of your Hochschwarzwald Card.

### **What if I have no internet and no smartphone?**

If you do not have the option of downloading the QR code via a smartphone, you can obtain the Red Card with QR code in printed form at reception. Plus services can be booked at the tourist information offices.



## Red Card | Hochschwarzwald Card - Hotline

If you have any questions about the Red Card and the guest platform you can contact the **Guest hotline daily from 9 am – 5 pm** under +49(0)7652 / 12068239

## Restaurant Parkhotel Flora

You are welcome to reserve a table for breakfast or dinner in the hotel restaurant, subject to availability. Please note that this option is only available if there is sufficient capacity and depends on the occupancy of the hotel. Please enquire at the reception desk. Children are welcome in the restaurant from the age of 6.

Breakfast 21,00 € per person

Buffet from 7:30 am to 10:30 am

Lunch

“Vesper” menu with small dishes daily between 12 am and 5 pm only for our guests.

Dinner menu 55,50 € per person

We welcome you to the daily changing 5-course evening menu starting between 6 pm and 8 pm. We do not offer à la carte.

Only upon prior request and subject to availability.

## Review

Please contact us if we can make your stay even better. We always have an open ear and welcome your feedback. We would also be delighted to receive your experience on [Holidaycheck](#)

## S

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## Sewing kit

You can get a sewing kit at the reception.



## **Shuttle Service**

We will be happy to drive you to and from the train station at your arrival or departure. Please let us know in good time. Alternatively, we can also order a taxi for you.

## **Smoke detector**

Our public areas and hotel corridors are equipped with smoke detectors. If the smoke detectors sound an ALARM, please leave your room and proceed to the nearest exit as described on the escape plan in your room.

## **Smoking**

Thank you for not smoking in our non-smoking rooms. An ashtray is available for you on the balcony/terrace. Please keep windows and doors closed so that smoke cannot enter the room and make sure that other guests are not inconvenienced by the smoke. Should we not be able to re-let a room due to disregard, we take the liberty of charging the additional cleaning and cancellation costs.

## **Social Media**

You don't want to miss the latest information about our house? Then follow us on Facebook:

[facebook.com/ParkhotelFloraSchluchsee](https://www.facebook.com/ParkhotelFloraSchluchsee)

or

Instagram: [#parkhotelfloraschluchsee](https://www.instagram.com/parkhotelfloraschluchsee)

## **Sport**

See leisure time, bike and e-bike rental and gym.

## Swimming pool – Sauna

### Indoor pool

- open 7 am to 9 pm
- temperature 28°C

### Sauna

- open 12 am to 9 pm by prior appointment at the reception (tel.: 92)
- Heating time approx. ½ hour

Bath towels are not provided for this area.

We ask for your understanding that the wellness area and outdoor pool of the Parkhotel Flora are not available to guests of Appartementhaus Regina.

## T

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### Taxi

We will be happy to call a taxi for you at the reception.  
The company "Taxi am Schluchsee" can be reached at the following number: +49 (0)7656/221

### Telephone

Your personal extension from outside to your room:  
+49 (0)7656-9742- \_\_\_\_ and your room number.

### You would like to make a phone call?

Please dial a "0" before your number.

Please note that telephone calls are subject to a charge.

### In-house numbers (without "0"):

You can reach other hotel rooms or apartments under the respective room or apartment number.

reception of Parkhotel Flora: 92

In case of emergencies at night, the reception should no longer be manned: 147

In case of medical emergencies you can reach:

- Emergency call - first aid rescue service: 112
- Medical on-call service: 116 117
- Medical practice Medi-MVZ in Schluchsee: +49(0)7656 1213

Television

Our televisions receive pre-programmed channels. It is possible that you will find the TV programmes on a different channel than at home. We kindly ask you not to change the TV settings. Toaster  
We are happy to provide you with a toaster upon request. Please let the reception know.

Tourist-Information Schluchsee

The Tourist Information is located in the centre of the village directly next to the town hall, about 5 minutes walk away.

Here you can get various information for your stay, souvenirs and the following offers:

Rental items for a fee:

- Handcart
- GPS device for geocaching tours
- Baby back carrier
- Pram
- Naturalist rucksack
- Minigolf equipment for a fee
- Toboggan-to-go

### Services offered:

- Internet hotspot
- E-Carsharing (location of E-Carsharing vehicle, registration and rental of booster seats for children weighing 15 - 36 kg)
- Issue point Escape Walk Schluchsee (lake secret)
- Hiking sticks (free with Konus card)

## V

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### Visitor's tax

The municipality of Schluchsee currently charges a visitor's tax of 2.90 € per day per person aged 16 and over and 1.20 € for children aged 6-15.

## W

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### Wake-up call

You are welcome to arrange your wake-up call at the reception.

### Waste

You will find the room for waste disposal at the back of the flat house. You can reach the wooden annex through the glass door in the staircase to the lower floor. The door can be opened with your room key.

There you have the possibility to separate your waste (Plastic | household waste | paper | glass).

Thank you very much for your help.



We wish you a pleasant stay!

Your family Heger and all employees of the Parkhotel Flora

*Die Familie Heger*