

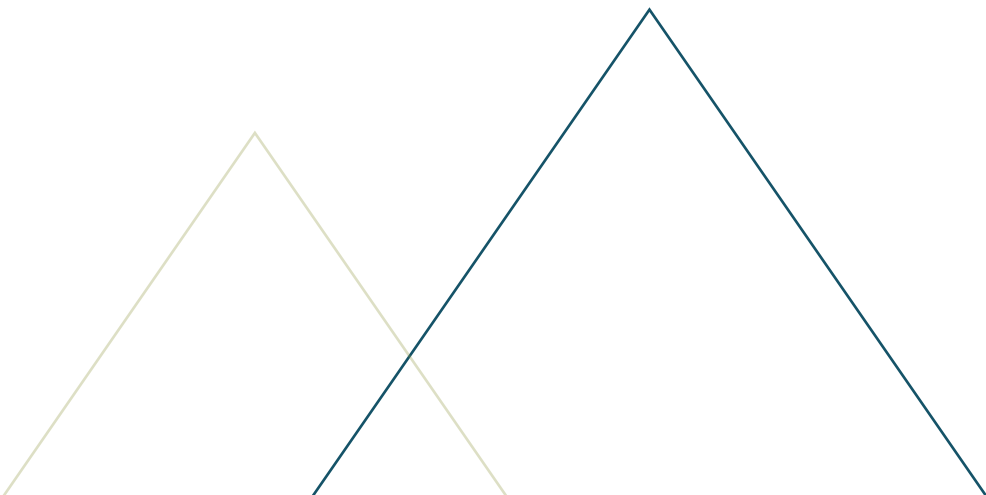


A WARM

**WELCOME!**



In order to make your stay as comfortable and carefree as possible, we have collected some useful information below, in alphabetical order. Should you have further requests or would like some advice on the activities in San Valentino alla Muta, we would be delighted to assist you.



## RECEPTION

Our reception desk is staffed from 8:00 am to 6:00 pm, and you can contact our team for anything you may need.



## ANIMALS

Your four-legged friends are welcome at Alpenrose. We charge a supplement of €20 per day, excluding food. Your dog can stay with you in the room, in the outdoor spaces and, upon request at the time of booking, also in a dedicated area of the restaurant.



## BAR

The hotel bar is open from 8:00 am to 10:00 pm. You can easily download the drinks list from our **hotel app**.

## BATHROBE

In your room, you will find a bathrobe, which we will make available to you free of charge for the entire duration of your stay. In order to avoid waste and help the environment, we ask you to bring your own slippers from home.

## BICYCLES

Upon request and for a fee you can rent e-bikes through our hotel. Contact the reception desk well in advance.

## BREAKFAST

Start your day with gusto at the breakfast buffet, available from 7:00 to 10:00 am. Unlike in the evening, in the morning you can sit wherever you like.

# C

## CHECK IN AND CHECK OUT

Your room is available starting from 2:00 pm on the day of arrival. On the day of departure, we kindly ask you to check out by 10:30 am. If you plan to leave earlier in the morning, please inform us the previous evening.

# D

## DINNER

If you have booked half board, we will serve you an inviting multi-course menu between 6 pm and 8 pm. If you have opted for an overnight stay with breakfast only, but wish to add dinner, you can request it by 2 pm on the same day. You can download the proposals of our restaurant through our **hotel app**.

In case of particular requests and needs, our staff will be happy to help you. In the evening, we ask you to sit in the seat reserved especially for you.

## DRINKS

All drinks consumed and extras are added directly to your room bill. For an overview of costs, please contact the reception desk.

# F

## FISHING

To store your catch, we provide fishing enthusiasts with a special storage room with freezer, located on the ground floor. At the reception desk, you can obtain fishing permits at a reduced price.

# H

## HEATING

All rooms are equipped with heating, and the temperature can be partially adjusted according to your preferences (+/-5 degrees).

## HOSPITAL

The nearest hospital is located in Silandro (35 km away) and can be reached by car in approximately 35-40 minutes.



## INTERNET

You can make use of the hotel's free Wi-Fi connection for the entire duration of your stay. Network: Alpenrose. Password: Alpenrose++



## LUNCH À LA CARTE

If you wish, between 11:30 and 3:00 pm you can order what you like from the à la carte menu, paying for it separately. You can conveniently consult the proposals of our restaurant via our **hotel app**.



## MEDICAL ASSISTANCE

If you feel unwell or have health problems, contact the reception by pressing 9 on the phone; they will provide you with prompt assistance. For emergencies, call 112 directly.

## MINIBAR

There is a minibar in the room with a small selection of alcoholic and non-alcoholic drinks. Consumption is charged at check-out (a list is available in the room).



## SAFE

To store your valuables securely, we recommend using the safe in the room. The hotel assumes no responsibility in the event of any theft or damage.

## SMOKING

All areas of our hotel are non-smoking. While respecting any guests present, smoking is permitted on the balcony of your room and in designated external areas, for example at the entrance.



## TELEPHONE

To call from room to room, simply dial the desired room number. For external calls, contact the reception desk.

## TRANSFERS

Using public transport for your trips in the surrounding area can be very advantageous. The bus stop is right in front of the hotel. On our **hotel app**, accessible by scanning the QR code, you can consult the timetables or find further information.

## TV CHANNELS

Here you will find a list of all TV programmes. Good entertainment!

- 0 to 99 german channels
- 100 to 199 italian channels
- From 200 international channels (English / French etc.)



<https://hotelalpenrose.guest.net/>