

# Hotel Information A to Z

A warmly welcome at the hotel Untertheimerhof!

**This information should help you to feel at home and to find your way round right from the start. We will do everything so that you will have a relaxing and enjoyable holiday at our hotel! If you have any questions, doubts or complaints, please contact our reception. Reception can be contacted dialing 2001.**

**Alm (Villanderer Alm):** This pasture is Europe's second largest alpine pasture and at the same time the high plateau with the most beautiful panoramic view of the Dolomites. You can choose between numerous walks between 1700 and 2500 meters above sea level (highest point: Villanderer Mountain 2509 m). Even in the winter the Villanderer Alm is a wonderful hiking paradise: 30 km of groomed trails and cross-country trails, magnificent natural toboggan runs – and an Eldorado for snowshoe hikers. Sleds are provided free of charge by the hotel.

We have a mountain pasture up in the Villanderer Alm (at 2000 metres), where our farm animals graze in summer. From mid-June to mid-October, we organise a weekly barbecue there for our guests, so they can enjoy a breathtaking view of the Dolomites.

**Arrival and departure:** The booked rooms are available from 2:00 p.m. on the arrival day. At your departure you can enjoy the room until 10:00 a.m. You can still make use of our wellness area on your day of departure. We ask you to vacate your room by 10:00 a.m., but you can access the wellness area. The charge for this is only € 20 per person (please ask at reception).

**Bank:** The Raiffeisen bank with ATM function is located in the village center next to the tourism office and the elementary school.

**Barbecue:** In summer months we organize a weekly hiking tour with barbecue at our mountain hut. The event will be announced the previous evening so that the weather for the following day can be taken into account.

**Bathrobes:** You will receive bath robes and sauna towels for a charge of 5,- €. You will receive flip-flops free of charge. If you need only a bath robe the cost is 3,- € and for only sauna towels 2,- €.

**Bed:** Our hotel beds are equipped with adjustable foot and head slatted frames.

**Beverages:** The drinks consumed will be charged to your room.

**Breakfast:** We will spoil you with a rich breakfast buffet from 7:30 a.m. to 10:00 a.m. If you oversleep, you can get a small breakfast even later. Try our homemade breads, jams, ham sausages by junior boss Reinhold.

**Children:** We are happy to provide you with cots and high chairs, extra pillows and blankets. The children can play table football and table tennis in our game room. We also have a large assortment of different games.

**Dinner:** We serve a 5-course menu with salad buffet and crudités from junior chef Reinhold, senior chef Rosa and their creative team. We have our own small businesses - a bakery, pastry shop and butcher's - which supply us with high-quality products, all typical of the local area. These include fresh bread, pasta, jams and cakes, cold meats such as Kaminwurzen (smoked South Tyrolean salami), Schlutzkrapfen (Tyrolean ravioli) and many types of homemade dumpling. Our high quality, all-organic meat comes from the pigs and Scottish Highland cattle we raise outdoors near our sister hotel, the Untertheimerhof, under the careful supervision of senior chef, Franz Josef. For the period of your stay, we have reserved for you one table for breakfast and for dinner. Dinner: from 6:30 p.m. Please come to the dining-room before 7:30 p.m.

**Doctor:** Of course we hope you won't need one! If yes, please contact the reception. The reception can be contacted dialing 1001. In case of emergency, dial 112.

**Dogs:** Dogs are only allowed in our chalets. They are however allowed in all the rooms at our partner hotel, the Sonnenhotel Adler. However, we hope you understand that dogs cannot be taken into the dining room, the spa area and the sunbathing area.

**Electric vehicles and cars:** The Berglandhotel Untertheimerhof and the Sonnenhotel Adler has a 22 kW charging station for electric vehicles. For information please contact our reception staff.

**Family holidays:** The Untertheimerhof farmhouse offers all you could wish for in a successful family holiday: an adventure park and playground, a games room, swimming pools, and delightful farm animals. To ensure that adults also have a memorable stay, the Untertheimerhof offers quiet spots for those seeking peace, lots of enjoyment, relaxation in our wellness centre, guided excursions, electric bike hire, and a gym for active guests. We pride ourselves on being an ideal hotel for families and providing something for all ages.

**Fitness Room:** Our fitness room on the first floor is open for you from 6 a.m. to 10 p.m. free of charge. You will find various training equipment there such as treadmill, stationary bike, stepper, etc. The use of the fitness room is at your own risk. Children under 14 may stay in the gym only when accompanied by an adult.

**Garage:** Our garage and parking places - with free choice - are available free of charge.

**Guests with allergies:** spend no sleepless night at our hotel! Please ask at the reception for special blankets and pillows. In case of any food allergy, please contact us. We will take care of your needs.

**Health & Wellness:** Wholesome organic cuisine from junior chef Reinhold and senior chef Rosa, restful sleep, and excellent wellness treatments: the Berglandhotel Untertheimerhof values the health and relaxation of its guests and combines pleasure with physical and mental well-being.

**Hairdresser:** In the village centre, next to the town council, you will find the Salon Ida, for ladies and gentlemen, phone number: 0472 843 259.

**Hiking:** You can borrow various hiking maps, hiking poles and also backpack at the reception free of charge. For information please contact our reception staff.

**Hot-water bottle:** In case of cold feet, we are pleased to give you a hot-water bottle for more wellbeing.

**Internet:** Whether you want to check your e-mails or just surf the Internet... in the whole hotel you can access the internet free of charge via wireless LAN. The password is: Untertheimerhof

**Massage:** Would you like to treat yourself with a massage or another beauty treatment? Try the products of our mountains. We only use high quality natural herbs, oils and essences, sourced from this mountain area and in keeping with local culture. Please contact the reception for an appointment.

**Museums:** Here in Villanders you will find a mining museum and an archeopark. The "Pfunderer Bergwerk" was once one of the most significant mines of Tyrol. Besides we recommend the Messner Mountain Museum in Bozen and Bruneck, the Ötzi Museum in Bozen and the Touriseum in the botanical Gardens of Schloss Trauttmansdorff near Meran. Are you interested in traditional Tyrolean culture? Then the Folklore Museum Dietenheim near Bruneck, listed by ADAC as one of the most beautiful open-air museums, is an ideal place for you.

**Night call:** Dial 0472 843 173, in case of emergency at night.

**Payment:** You can settle your hotel bill the day before your departure. Just ask at reception for it. Payment can be made in cash or credit card (EC Card, Visa, Mastercard).

**Pharmacy:** A pharmacy is located in Chiusa 0472 846096

**Phone:** Select the prefix of country, for example 0049 for Germany, 0041 for Switzerland or 0044 for England. Now dial your city code and please don't forget to omit the zero of the city code; for example 0049-9342-7563. For direct access to another room, please select the respective room number and 1 before. For example for room number 308 dial 1308. Reception can be contacted dialing 2001.

**Playroom:** You can use our playroom from 10:00 to 22:00 free of charge. You will find table football, billiard, dart and table tennis.

**Post:** Our hotel letter box at the reception will be emptied daily at 10.00. Stamps and postcards are available at the reception.

**Public Transportation:** Please get the necessary information about timetables of the various means of transport at reception or on the homepage: [www.sii.bz.it/en](http://www.sii.bz.it/en). The bus stop is just 50 meters away, in front of the hotel and the tourist office.

**Reception:** Is the keyword whenever you have any questions. We are here for you with advice and service. The phone number is 2001.

**Repairs:** If something is defective or broken somewhere in your room or in our house, please let us know. It is very important for us to keep everything in order.

**Safe:** You will find a safe in your wardrobe. You can use it free of charge! Follow these steps:

- ❖ press the green button on the back of the safe door. Then you will
- ❖ see a light "NEW CODE" outside the safe door.
- ❖ Enter the number of combination desired (3 to 8 digits).
- ❖ Confirm with "Enter".
- ❖ The green light goes out now with a melodic sound.
- ❖ You must now enter the code of combination again.
- ❖ Confirm with "ENTER" again.
- ❖ When pressing the rotating head the save will close.
- ❖ Congratulations, you did it!
- ❖ Please let the save door open at your departure. THANK YOU!

**Sauna area:** Our Finnish sauna and steam room are open from 3:00 p.m. to 19:00 p.m. You can use our infrared cabin next to the swimming pool from 6:00 a.m. to 7 p.m. The sauna is an area of peace and relaxation as well as a nude body area. Children under 14 years are not allowed in the saunas except when accompanied by an adult.

**Shoe cleaning machine:** You will find our shoe cleaning machine in our garage free of charge.

**Shopping:** Just go to Villanders, to the medieval towns of Klausen (4 km) or Brixen (16 km). Also a trip to Bozen (27 km) or Meran (60 km) it is worth-while. Be aware though some shops in the towns close from 12:00 a.m. to 3:00 p.m. Especially the weekly markets are very popular, too: Monday in Brixen, on Wednesday in Bruneck, on Friday in Meran and on Saturday in Bozen.

**Smoking:** Our hotel is a non-smoking hotel. Ashtrays are available on the balcony of your room, on the terrace and on the lawn. Thank you for respecting the smoking-free areas.

**Sports:** The Sonnenhotel Adler in Villanders and its surroundings offer you a virtually limitless range of outdoor activities and sports: hiking, cross-country skiing or sledding on the Villanderer Alm, skiing in the Dolomites, mountain biking in the direction of the Rittner Horn, playing tennis next door or golf at the foot of the Seiser Alm, mountain climbing in the Villnösser Tal, rafting in the Eisack or biking through the Eisacktal.

**Solarium:** Recharge your vacation dreams. Our sun bed is located in the wellness area and can be used at any time. A coin for 12 minutes costs 8,- € and is available at the reception.

**Swimming Pool:** Our panoramic indoor pool with whirlpool, massage station and counter-flow facilities and our panoramic outdoor pool and whirlpool is open for you from 6:00 a.m. to 7:00 p.m.

**Tea:** Bring your thermos flask. You can fill it at the tea buffet free of charge. We can also give you a thermos flask.

**Thought provoking impulse:** We are always very grateful for it.

**Time:** Dear guests, take your time now during your holiday to enjoy all. Our team would like to make the most of your stay, and that takes some time sometimes.

**Toboggan run:** Winter toboggan runs are on the mountain of Villanders, above the Gasser Hütte. Free rental of toboggans in the hotel!

**Toothbrush:** forgotten? We can give you a new one.

**Towels:** For the sake of the environment it would be nice if you put the towels that should be washed on the floor.

**Tipping:** Lots of guest would like to know how best to handle tipping. Tipping is a big motivation for all employees. Everything is collected in a common fund. We believe that this leads to a better team spirit. If you want to give to our staff a tip for good service, we ask you to do so by using the little pig at the reception. This money will be collected and distributed equally among all employees at the end of each month.

**Umbrella:** If it rains, even if that doesn't happen often in South Tyrol with more than 300 sunny days, we are pleased to lend you an umbrella.

**Voucher:** Make someone happy. What about a voucher for your dear ones at home? Just have one of our Untertheimerhof vouchers issued!

**Wake-up Service:** If you need to be woken up, we are pleased to provide this service.

**Water:** the water at the hotel comes directly from our own spring. It's full of minerals and as fresh as morning dew. You can get it from every tap of the hotel, or swim in it in our pool! Moreover, our water is revitalised using the Grander method. The water starts pure and rich of energy, but during its journey to the consumer loses vitality and its internal structure changes. The Grander revitaliser re-establishes the original vitality and also further improves its quality. In this way, through a natural process the water is biologically revitalised and stabilised.

**Weather:** "When angels travel ..." You will get the daily weather forecasts at the hotel entrance.

**Weekly markets:** Clothes & fashion, footwear, leather goods and much more on Monday in Brixen, on Wednesday in Bruneck, on Friday in Meran and on Saturday in Bozen.

**Last but not least:** We would like to thank you that you have chosen our hotel! Your needs and wishes are also ours. If you like your stay in our hotel we would appreciate a short entry in the portals of google or [tripadvisor](#). If you have points to criticism please tell it us personally! We are always open for suggestions, feedbacks and further questions, because we want you to "feel at home!"

**Family Rabensteiner and their employees  
wish you a pleasant stay  
in the Berglandhotel Untertheimerhof!**