

Service

Our furnished apartments are cleaned (excluding the kitchenette) and hand towels are changed twice weekly. Bed linen is changed every 14 days. This service is included in the rental rate. For short stays at the rack rate, apartments are cleaned on Mondays, Tuesdays, Thursdays and Fridays, with hand towels changed as required. Our service office is open from Monday to Friday from 7am to 3pm. You can also contact us by email or telephone; we are happy to respond to emails out of office hours.

Check in

Monday–Friday	12.00am–3.00pm	Service office
Monday–Friday	5.30pm–10.30pm	restaurant Fratellis
Sunday	11.30am–3.00pm	restaurant Fratellis
Saturday & Sunday	5.30pm–10.30pm	restaurant Fratellis

Monday to Friday from 12am–3pm at our service office in the lobby, or evenings from 5.30–10.30pm at the affiliated restaurant. Sunday from 11.30am–3.00pm, Saturday, Sundays and on Bank Holiday evenings from 5.30–10.30pm at the restaurant. An automatic key issuing system is available for arrivals outside of these times; please contact us at least 48 hours in advance.

Check out

Check out time is 12am. You can settle your bill at the service office or the restaurant. Means of payment accepted: Cash, Electronic Cash, AmEx, Visa, Mastercard, JCB, Maestro.

Breakfast

The bakery “Morgenstern” in Schwarzwaldstrasse 110a offers daily breakfast for a reasonable price

Included services at a glance

W-LAN in all apartments (flat rate for Internet included)

TV with 160 national and international channels

Cleaning service; washing service for bed linen, hand towels and bath towels

Fitness/sports room (1 cross-trainers, 1 Power-Plate, 2 Ergometer)

Use of washroom with 3 washing machines, 3 dryers and one ironing point

Use of bicycle storage room in basement

Intercom and doorbell in every apartment

Personal postbox

Internet terminal in the lobby