



Gästehaus Heller
PENSION

Kremser Str. 14
3610 Weißenkirchen in der Wachau
Tel. +43 2715 2221
www.gaesthaus-heller.at
info@gaesthaus-heller.at

Dear guests,

A warm welcome to our Bed & Breakfast Pension Gästehaus Heller. We are prepared to make your stay as pleasant and diversified as possible.

Breakfast: 7:30am - 9:30am, an earlier breakfast is possible per arrangement

Departure/Arrival: your reserved room is available to you starting at 2pm on day of your arrival. To make it possible for the guests after you to take possession of the room, we kindly ask that you leave it by **10am** on the day of your departure.

Payments: We accept cash and Bank Card. Two ATM machines can be found in the center of town, in the foyer of the Kremser Bank as well as in the foyer of the Raiffeisenbank

Towels and recycling: As our small contribution to the environment, we will only change your towels if you put them on the bathroom floor. If we find them on the towel rack we will assume that you wish to reuse them. Please put wet wipes and cosmetic tissue in the bin, and not in the toilette. We recycle and separate garbage in our Bed & Breakfast. You may simply use the trash cans in your room, and we will separate your refuse during the room cleaning.

Room Keys: we ask that you always take your room keys with you when leaving your room and the house. Your key will unlock the door to your room, as well as the gate to the house and the door to the recreation room.

Guest-lounge 'Schneiderstüberl': in here you can relax and unwind at any time, please use your room key, to get in there. Here you will find a fridge filled with beverages (water, beer, wine, lemonade), coffee machine, satellite TV, reading materials, sweet and savory snacks and small, cold meals (only per order). Please write down everything you consume and bring the bill to the reception at check-out, so we can add it to your bill. An additional fridge with beverages can be found on the terrace level in the hallway to the rooms 1-4.

Terrace and garden: here, smokers are welcome as well. Beverages are available from the fridges on the terrace level in the hallway to rooms 1-4, or the recreation room.

We ask you to be considerate of the other guests in the house and modulate your noise level during get-togethers in the advanced evening hours.

Tips and ideas for your vacation, general questions, recommendations for restaurants and Heurigen taverns

We will be delighted to help you with your vacation planning. Brochures, time-schedules, etc. are available in the reception area/brochure wall at the yard. We are also at the ready to make reservations for you at local restaurants and Heurigen taverns. Should you not find us present there or within the house, during the day, please ring the doorbell by the house gate.

Internet: You can use internet via WIFI in your room or at guest-lounge Schneiderstüberl. Using internet content on one's own responsibility. Login possibilities: heller_gaeste, heller_gaeste1, heller_gaeste2 or heller_gaeste3 are suggested, password each: wachauurlaub,

Smoker/Non-smoker policy: all our guest rooms, the recreation room and the breakfast area are non-smoking. No smoking outside the window. You may smoke in the garden, the yard or on the terrace. In case of disregard we charge € 200,-

Emergency numbers:

International Emergency Hotline: 112. Ambulance: 144. Fire Department: 122. Police: 133. Emergency number for Guesthouse Heller: +43 (0) 676 3505787 and +43 (0) 676 3472257

We wish you a pleasant stay!

the Heller family and team

