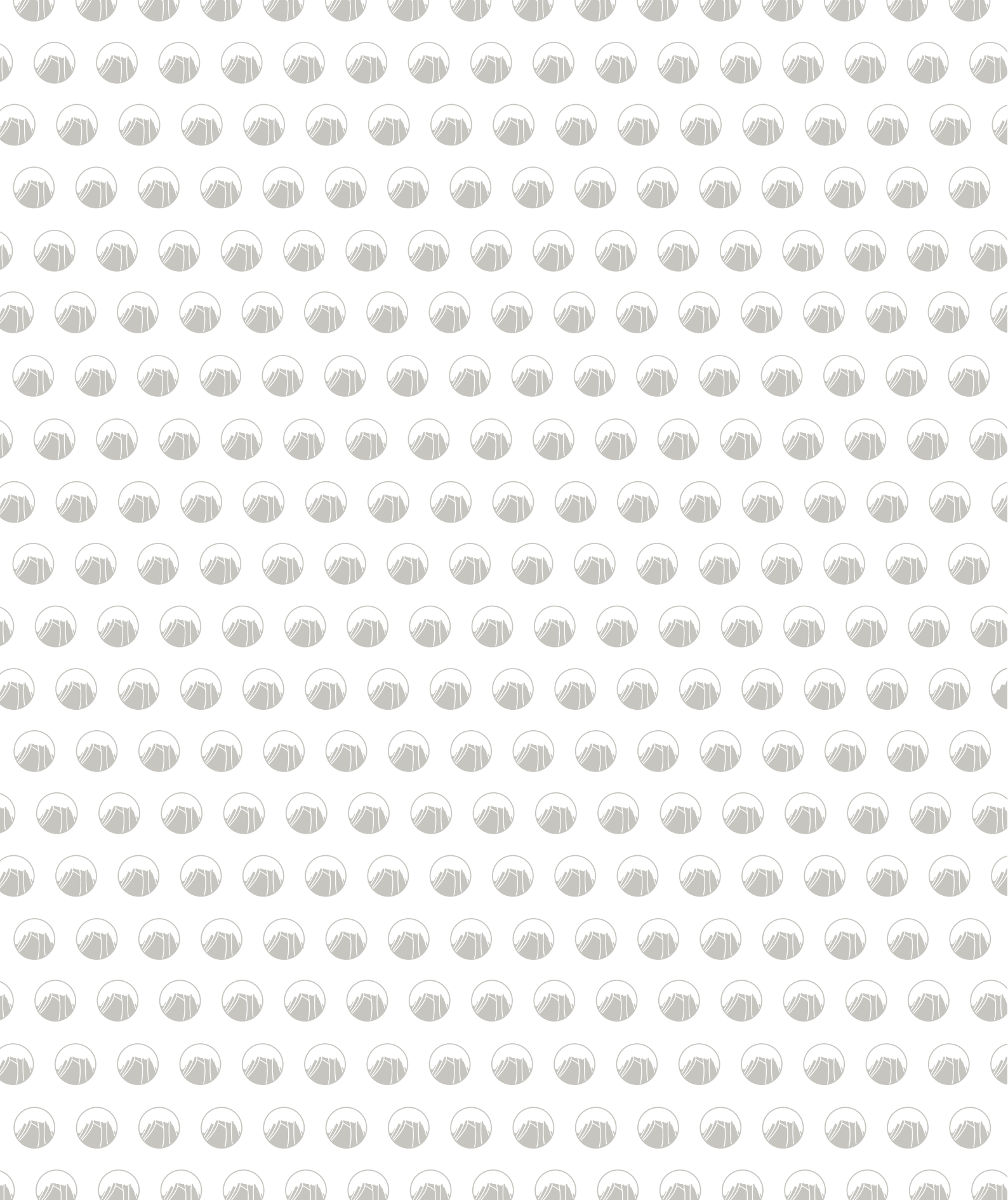




Welcome

Guest information



Come and relax

We warmly welcome you to the Zugspitz Resort - your family activity resort at the foot of the Zugspitze mountain

Enjoy a memorable stay in our stylish rooms and suites, have fun in our adventure worlds for kids and adults alike, and choose from a selection of culinary delights in our restaurant.

It is our privilege to welcome you to stay with us.

The Zugspitz Resort Team



Opening hours

Relaxation worlds		Eating	
Sauna	14.00 – 20.00 h	Breakfast	07.00 – 10.00 h
Family SPA	11.00 – 20.00 h	Snack	14.00 – 17.00 h
		Dinner	18.00 – 21.00 h
Water worlds		Zirbenstube (à la Carte)	
In- & Outdoorpool	07.00 – 20.00 h	Lunch	11.30 – 14.00 h
Kids area	10.00 – 19.00 h	Snack	14.00 – 17.00 h
		Dinner	18.00 – 21.00 h
Kids' worlds		Lounge	
Childcare	09.00 – 21.00 h	Lounge	from 9.00 h
Indoor play areas	09.00 – 21.00 h		
Gym	07.00 – 20.00 h	Zugspitz Shop	07.00 – 18.00 h

Important phone numbers

Please remember to dial (0) when using the phone in your room.

Reception	dial 9
Emergency out-of-hours number (management)	+43 664 827 8216
Fire service	122
Police	133
Ambulance	144
In the event of an emergency	112
Breakdown assistance (ÖAMTC)	120

Doctors

Dr. Prantl, Ehrwald	+43 5673 2331
Dr. Heitzinger, Ehrwald	+43 5673 20100
Dr. Kewitz, Ehrwald	+43 5673 20312
24-h Emergency -Call	+43 5673 2031212
Dr. Steiner, Lermoos	+43 5673 53010
Reutte hospital	+43 5672 601
Hospital	
Garmisch-Partenkirchen	+49 8821 770
Ehrwald pharmacy	+43 5673 2274

A

Activity and vitality world

Our wellness facilities are open daily. The following opening hours apply to the different areas:

water worlds

Panoramic adventure pool 07.00 – 20.00 h

Kids' water world 10.00 – 19.00 h

Vitality world

Sauna Area 14.00 – 20.00 h

Family SPA 11.00 – 20.00 h

You must be 16 or over to enter the sauna complex. Our entire sauna complex is a quiet zone. Families are welcome to use the separate family sauna (textile sauna) as well as the family steam room and chill-out room. Please find more information about our wellness facilities in our wellness brochure.

B

Baby monitor

All our rooms & suites are fitted with a baby monitor. To activate the baby monitor, please contact the reception team. Once activated, you will be automatically notified if your child requires attention.

Banks

Tiroler Sparkasse

Opening hours

Monday – Friday 08.00 – 12.00 h & 13.30 – 16.00 h

Contact +43 50100-71056

Raiffeisenbank Ehrwald

Opening hours

Mon, Tues, Thur, Fri 08.00 – 12.00 h & 14.00 – 16.30 h

Wednesday 08.00 – 12.00 h

Contact +43 5673 2277-0

Baby food

We can prepare fresh baby food if required. We are happy to cater to your individual needs. Please note that we can only provide this service if ordered in advance.

Bike hire

As a guest, you have free access to bikes (e-mountain bikes available for an extra charge). Please contact reception to take advantage of this offer. If you have brought your own bikes, please feel free to lock them in the bike room (first basement). Zugspitz Resort assume no liability.

Bus services

The bus stop for the regional summer and winter bus is located close to the resort and can be found to the right of the main entrance. All bus timetables are available from reception.

The summer & explorer bus operates from the end of May until the start of October.

The winter & night bus operates from mid-December until Easter.

Bavaria-Tyrol Guest Bus: Free for all guests staying in the Tiroler Zugspitz Arena villages from Garmisch-Partenkirchen and Grainau. This bus service operates daily in summer and winter on the route between Garmisch-Partenkirchen, Grainau and Ehrwald. See the timetable for bus times and stops. Your guest card allows you free access to the regional circular buses as well as the Bavaria Tyrol bus!

C

Checking in and checking out

You may check-in to your room from 2.00 pm. Please call us if you are arriving after 8.00 pm. On the day of your departure, please check out of your room no later than 10.30 am. If you would like a later check-out, please contact reception beforehand (later check-out incurs a cost and depends on availability).

Childcare

DIDI's kids' club offer childcare from 3 years and above every day from 9.00 am to 9.00 pm. A varied programme of weekly indoor and outdoor activities is available as part of the care we offer. You can pick and choose which sessions you would like your children to attend. We also offer a youth activity programme for all children over 12 years old. Depending on the activity, excursions incur an extra cost.

The latest weekly schedule of events is available from reception.

Child carriers

We provide guests with free child carriers during the summer. Please contact reception for more information.

D

Day trips

Ask our reception team about the leisure activities and excursions available.

Doctor

(See page 5)

The latest information regarding emergency medical facilities is available from reception and all info boards.

E

Exercise and relaxation programme

The latest weekly schedule of free sporting activities and classes can be obtained from reception. We take bookings for classes at reception up to 6.00 pm on the day before the activity.

F

Fitness

Our fitness centre is open from 7.00 am – 8.00 pm and is located on the 2nd basement in the MODERN building.

Fresh bedding

If you would like fresh bedding, please mark your preference on the card provided and place on your bed. The card can be found in your room folder. If you do not request this service, we will change your bedding every three days.

G

Guest card

Once you have checked in, you will be given your guest card – the Zugspitz Arena Bavaria Tyrol CARD. This cards gives you access to exciting offers across three regions (Garmisch-Partenkirchen, Grainau and Tiroler Zugspitz Arena). Please ask at reception for an overview of all free services and discount partners.

Golf equipment/service

The Golf Pro Shop is located in the Golf Club House in Ehrwald and is open daily throughout the summer. Please see the website for the latest opening hours www.tiroler-zugspitzgolf.at. As we are founders of the golf course, our guests receive 20 % discount on green fees. Please contact reception to make a reservation.

H

Hairdresser

Hair by Nina (Ehrwald): +43 5673 2440

Degler (Ehrwald): +43 5673 3214

Hotel access

Opening hours for the hotel are the same as the opening hours for the bar. Once the hotel bar closes, you can only enter the hotel using your keycard via the night entrance to the rear of the building.

Hotel TV

The Hotel TV displays information about our opening hours, the daily activity and sports programme, our kid's programme as well as the latest events and entertainment highlights in the region.

I

Information for skiers

The TOP SNOW CARD (multi-day ski pass starting from 2 days) can be used on 87 lifts and 213 kilometres of pistes in Tyrol and Bavaria. Please pick up a leaflet with more information from reception. Our reception team will be more than happy to issue you with your chosen ski pass.

The skiing areas can be easily reached by the free ski buses. The bus stop is located next to the resort. We are happy to book your ski lessons. The local Total Ski School offers ski courses for all ages. Even the little ones (from 0 years) can be looked after in the Tirolerhaus at the mountain station at Ehrwalder Almbahn. A ski hire shop is located just a few metres away from the resort at the Tiroler Zugspitz valley station. Our guests receive a 15 % discount on hire equipment. The ski storage area is free for resort guests to use. A heated ski cellar is available for you to store your ski equipment in. It is located in the first basement. Use your keycard to access this room. Please pick up your ski safe key from reception.

Ironing service

If you require any ironing, we provide a service that will return your items to you within 24 hours. Please note this service will incur a surcharge. Please find a laundry / price list and a wash bag in your wardrobe. Hand your wash bag and completed laundry list in at the hotel reception.

K

Keycards/room keys

Your keycard allows you access to both buildings as well as the wellness area. Please don't keep your keycard near your mobile phone otherwise the card won't work.

Kid's cinema

The kid's cinema is located in the 1st basement in the MODERN building. Opening hours vary depending on the programme. Cinema listings are available from reception.

L

Laundry service

If requested, we can wash your clothes and return the clean washing to you within 24 hours. Please find a laundry / price list and wash bag in your wardrobe.

Lost and found

If you have lost something, please contact reception. Found items or items that have been handed in are saved for a season and returned to the owner upon request.

Luggage

We will take your luggage to your room upon request. If you arrive early or check out later, we are happy to store your luggage at reception.

M

Massages

We recommend reserving your treatment prior to arriving at the resort. Appointments can also be booked at reception when you arrive. Please find our massage and treatment menu in our wellness brochure.

Maxi bar

A maxi bar with selected items such as drinks and snacks is located on the ground floor.

P

Parking spaces

Free, uncovered parking spaces are available at the resort as well as e-charging stations for the duration of your stay.

Payment

You may settle your final bill in cash, an EC card or a credit card (VISA, Mastercard). You may charge your meals and other items to your room during your stay.

Petrol stations

There are two petrol stations in Ehrwald: Shell and Amort. Please contact reception for a map.

Pets

Dogs are only permitted in rooms in our TRADITION building. We do not allow dogs in our new rooms and suites in the MODERN building. We also do not allow dogs in the restaurants, swimming pool with sunbathing area or the kids' play areas. We charge € 21.00 per day for dogs of all sizes. This fee does not include food. A dog grooming room is available on the 1st basement of the TRADITION building.

Pharmacist

The nearest pharmacy is located in Kirchplatz, at the centre of Ehrwald.

Contact +43 5673 2274

Opening hours

Monday – Friday 08.30 – 12.30 h & 15.00 – 18.30 h

Saturday 08.30 – 12.30 h

Pillow selection

We have a range of pillows available to suit your needs. You can find the list of pillows we have available in your room folder.

Playing areas

Indoor:

The 2nd basement of the MODERN building is the location of the indoor karting track and a soft play area that is spread across two floors leading to the first basement.

There is also a bouldering wall and a supervised nursery with a playhouse, a mini table football, a table tennis table, toddler area with crawling play equipment and a play corner located in the 1st basement in the MODERN building.

Opening hours: 9.00 h – 9.00 h

Outdoor:

A trampoline and go-karting track are available during the summer alongside an adventure play area.

The go-karts are available from 9.00 am and can be taken straight to the track from the designated go-kart garage. The go-karts must not be driven anywhere other than the designated track – do not drive them in the car park or on the camping site.

The same rule applies to all our kids' areas: Parents are fully responsible for their children.

Pushchair rental

Pushchairs / buggies are available to reserve at no extra cost from our reception during your stay. A € 100.00 deposit is required.

R

Reception

Our hotel reception is manned for 16 hours every day. We are available for all check-ins and check-outs. You may settle your bill at any time from 8.00 am to 8.30 pm. Please contact us by dialling 9 from your room phone.

Reservations

We are happy to book your next stay with us. The latest brochure and information about our offers and prices can be obtained from reception.

S

Safe

You may lock your valuables in the safe in your room (for no extra charge).

Sewing service

We are happy to assist with your sewing requirements. Please contact reception.

Shoe cleaning service

A shoe cleaning machine is located in the TRADITION building.

Shop

Our shop is open every day from 7.00 am to 6.00 pm. The entrance is directly opposite reception. The shop stocks a small selection of food and drinks, magazines, toiletries, cigarettes and a coffee-to-go station, plus lunch boxes and souvenirs.

Ski room

A heated ski cellar is available for you to store your ski equipment in. It is located in the first basement. Use your keycard to access this room. Please pick up your ski safe key from reception.

Sledge hire

Sledges are available to hire at no extra cost during winter. Please contact reception for more information.

Smoking

All our rooms and suites are non-smoking. We request you use the balcony/terrace to smoke.

Solarium

Change can be obtained at the entrance to the indoor pool. Costs: € 6.00 / 10 mins

Spa

Our SPA area with SPA reception, massage and treatment rooms is located in the 2nd basement.

Supermarkets

SPAR SHOP (Ehrwald)

Opening hours:

Monday – Friday: 07.15 – 19.30 h

Saturday: 07.15 – 18.00 h

MPREIS (Ehrwald)

Opening hours:

Monday – Friday: 08.00 – 19.00 h

Saturday: 08.00 – 18.00 h

The nearest larger stores are located in Reutte and Garmisch-Partenkirchen (approx. 20 km away).

T

Taxi

Shuttle and More +43 664 266 7166
(24-hour service to be arranged by phone)

Taxi Strolz, Bichlbach

Contact: +43 5674 5377

(Daily 6.00 h – 10.00 h)

We are more than happy to arrange taxis for you. Please contact reception.

Telephone

To make telephone calls using your room phone, please select '0' for the service you require followed by the number you wish to use. To receive calls to your room, please use the following telephone number: +43 5673 2309 + your room number. Please select the required room number to make an internal call.

The most important area codes

Germany 0049

Switzerland 0041

The Netherlands 0031

Belgium 0032

Luxembourg 00352

Denmark 0045

France 0033

Italy 0039

United Kingdom 0044

Spain 0034

We will charge the costs for any calls to your room.

Tirolerhaus

The Tirolerhaus on the Ehrwald Alm is one of our partner companies and is located next to Ehrwalder Almbahn mountain station. The mountain restaurant is open during the summer and winter and has the same opening hours as the Ehrwalder Almbahn. In addition to the à la carte and self-service restaurants, café lounge, seminar room and self-catering room, there is a children's play area on the ground floor of the building. Childcare for children of all ages is provided in winter. Sign up at the Total Ehrwald skiing school.

Tourist Association

Contact:

Tel.: +43 5673 20000

Website: www.zugspitzarena.com

E-Mail: info@zugspitzarena.com

Opening hours:

Monday to Friday 09.00 – 17.00 h

Saturday 09.00 – 12.00 h

Towel change

If you require fresh towels, please place them on the floor.

Tyrolean Zugspitze cable car

The Tyrolean Zugspitze cable car is one of our partner companies and is located 200 m above the resort. Cable cars operate daily (except during the off-season) from 8.40 am to 4.40 pm every 20 minutes. The cable car runs until 9.30 pm on fondue nights.

The price of the mountain and cable car ticket includes entry to the cable car museum BAHNORAMA at the valley station as well as entry to the 'Faszination Zugspitze' interactive museum and the snow crystal world at the mountain station.

W

Wake-up call

Please contact reception no later than 8.00 pm the day before you would like a wake-up call.

Washing machines & tumble dryers

These are available for you to use in the pool house at the camp site. You can pick up change and a separate key card from reception. It costs € 3.50 per wash cycle. The tumble dryer is free to use.

Wi-Fi

Free Wi-Fi is available across the resort, including rooms and suites, at all times. Login details are available from reception when you check-in.

Y

Youth room

A youth room equipped with table football, chill-out area, air hockey table and a separate pool room can be found on the 1st basement of the MODERN building. It is open from 9.00 am until 9.00 pm. An additional youth room with a pool table, table tennis table and gaming machines is located next to the entrance to the camping facilities in the TRADITION building. Cues and table tennis bats are available from reception.

Z

Z-Ticket

The Z-Ticket is a summer activity card and it is the perfect way to spend an adventure holiday in the Tiroler Zugspitz Arena. You can use the card to access various leisure activities, such as the cable cars in the Tiroler Zugspitz Arena, for no extra cost. For more information, please contact reception.

Zugspitze

The Zugspitze mountain lies at the edge of the Wetterstein mountains in the Northern Limestone Alps. The border between Austria (Tyrol) and Germany (Bavaria) runs across the western and eastern summit of the Zugspitze and at 2.962 m, it is the highest mountain in Germany. Starting from the resort, it only takes a few minutes on the Tyrolean Zugspitze cable car to reach the summit, where you can enjoy a magnificent view across the mountain tops of four countries from the panorama terrace.