

FREUDENFELS
**** SCHLOSS

Guest information.



A warm welcome to Castle Freudenfels.

Here you will find an alphabetical collection of relevant information for your stay.

Please feel free to share your wishes with us at any time, we are here for you.

Please use the following numbers for:

- 111 — Reception
- 219 — Service
- 260 — Kitchen
- 270 — Housekeeping

We wish you a relaxing time at
Castle Freudenfels.

Michèle Warna
with the Schloss Freudenfels team.

A

Adapter To use electrical devices, you will need a two- or three-pin plug. All sockets are equipped with 230 V/50 Hz. You can obtain an adapter at the reception.

Airport For up-to-date flight times, check-in inquiries, or further information, please contact Zurich-Kloten Airport directly at:

Tel. 0 — 0900 300 313.

Ambulance Tel. 0 — 144

Arrival Check-in starts at 3:00 PM. If you arrive earlier, you can leave your luggage at the reception.

ATM Raiffeisenbank Untersee-Rhein
Frauenfelderstrasse 4
8264 Eschenz

Tel. 0 — 052 742 77 77

B

Bathrobe

On request, we will be happy to provide you with bathrobes in size M and L free of charge. If you wish, you also can purchase bathrobes for CHF 50 each at the reception.

Bar

The cozy fireplace room and the castle library with its unique panoramic view invite you to have conversations. After dinner, a "bedtime drink" is available for self-service in these rooms. Please write your name and room number on the list provided.

We would like to inform you that no fire is allowed to be made in the fireplace.

Breakfast

The breakfast buffet is open from 07:30 am to 11:00 am.

C

Change

For ecological reasons, we do not change your bed linen and towels daily. We will gladly provide you with fresh towels as soon as you place the used ones in the shower.

May we change your bed linen? Please contact our housekeeping team.

Of course, we can change the linen daily upon request.

Credit cards see Payment methods.

D

Departure

Your room is available until 11:00 AM on the day of departure. If you wish to leave later, you can leave your luggage at the reception.

Doctor

Ärzte am Rhein, Eschenz
Tel. 0 — 052 742 02 02

E

E-Mobility For the charging station, you can obtain a card from the reception. We charge CHF 0.35 per kWh.

Emergencies Important emergency numbers:

Police Tel. 0 – 117

Fire Dep. Tel. 0 – 118

Ambulance Tel. 0 – 144

Poison control

center Tel. 0 – 145

Emergency number

Castle Freudenfels:

Tel. 0-079 175 41 54

F

Faults

Prior to your arrival, all rooms and facilities are checked for functionality and completeness. If something is not working or missing, please inform the reception.

Fire alarm

Castle Freudenfels is equipped with a fire alarm system that meets the latest safety standards. In case of fire, please inform the reception. Outside office hours, please call the emergency number Tel. 0-117

Florist

Blumenlaube
Grünhofstrasse 3
8506 Lanzenneunforn
Tel. 0 — 052 741 12 12

G

Gas station Migrol Tankstelle

Hauptstrasse 63

8264 Eschenz

H

Hygiene products

Forgot something at home?

No problem, please contact reception.

We keep hygiene items such as toothbrush, toothpaste, razor, shaving foam or deodorant ready for you.

We are also happy to provide shoe shine utensils.

I

Internet

You have free access to our Wi-Fi network throughout the facility:

Network name: **Aussicht**

Password: **SchlossF**

Iron

We will gladly bring our mobile ironing board to your room.

Simply dial 111.

L

Luggage

We will be happy to store your luggage safely for you at the reception. And please feel free to contact us if you need help with transporting your luggage.

M

Mailbox

You can drop off letters and postcards at the reception. They will be sent to the post office daily (Monday to Friday).

Minibar

There is no minibar in the room. However, chilled drinks are available in the following areas: Schüürhalle, Kaminzimmer and Wyberhuus. Please write your name and room number on the designated list.

P

Payment methods

We accept cash, AMEX, Postcard, Maestro, Mastercard, TWINT and Visa.

If you prefer, we can also send you an invoice.

Parking

Free outdoor parking spaces are available for our guests. For the electric vehicle charging station, you can get a card at the reception. We charge CHF 0.35 per kWh.

Pavillon

A common room is set up in the pavilion with various options for leisure activities. The pavilion is also equipped with different fitness equipment, and corresponding exercise instructions are also available. The pavillon is open 24 hours.

Pharmacy Zum Mohrenkönig AG
Rathausplatz 8
8260 Stein am Rhein
Tel. 0 — 052 741 21 33

We also have a small first aid kit.
If you need it, please ask at the
reception.

Pillows & duvets Additional pillows and duvets
can be ordered at the front office.
For an overview of our specialty
pillows please see our
[pillow menu](#)

Photocopies We are happy to make photocopies of
your documents in A4 and A3 formats
for a fee. Please contact the reception
for assistance.

Fees:

B/W CHF 0.50 per page

Colour CHF 1 per page

Post office

The post office is located at:

Volg Eschenz

Hauptstrasse 86

8264 Eschenz

Tel. 0 – 052 741 25 26

Printing

You can have your documents printed in A4 format for a fee at the reception in the castle. Send your documents to info@schloss-freudenfels.ch and we will be happy to print them for you.

Fees:

B/W CHF 0.50 per page

Colour CHF 1 per page

R

Radio

From TV channel 300, you can listen to music and radio channels.

Reception

The reception is open from 08:00 AM to 06:00 PM.

For any information after 06:00 PM, please contact the service team directly. There is a telephone available for you at the door to the reception in the castle.

Restaurant

Our restaurant opening hours are as follows:

Breakfast 07:30 AM – 11:00 AM

Lunch from 01:00 PM, offering snacks

Dinner 06:30 PM – 11:00 PM

Warm kitchen until 09:30 PM

Would you like to reserve a table?

Please contact our service team.

Room Key

Your room key also serves as your house key, giving you access to the castle, the "Wyberhuus", the "Schüür" or the pavilion. Please keep your room key with you at all times. Please return it to the reception upon departure.

**Room-
service****Breakfast**

Included in the room rate.

Bread, cold cuts, cheese, yogurt, bircher muesli, fruits, butter, jam, 1 serving of fried eggs, 1 glass of orange juice, and 1 hot beverage of your choice.

Daily soup

CHF 11.50

Cold cuts and cheese platter

CHF 13.50 per person

CHF 25 for 2 people

including cold cuts, cheese, and pickled vegetables

Daily pasta special

CHF 21.50

Our service team will be happy to inform you about the daily specials.

Ice cream from the farm

CHF 6 per cup, available in vanilla, chocolate, or strawberry.

Breakfast 07:30 AM – 11:00 AM

Lunch from 01:00 PM, offering snacks

Dinner 06:30 PM – 11:00 PM

Warm cuisine until 9:30 PM

Servicecharge

CHF 10 per order.

Rowing

Do you enjoy rowing? We can organize a rowing lesson for you on Lake Constance. Please let us know at the reception if you're interested.

S

Sewing

Do you have a damaged piece of clothing or a hem that we can sew for you? Please contact the reception and we will be happy to do it for you.

The cost is CHF 15 per 30 minutes.

Smoking

Smoking is strictly prohibited throughout the indoor areas of the hotel. For violations, we will charge up to CHF 200 for professional cleaning. Ashtrays are provided in the outdoor areas of rooms with seating areas, where smoking is allowed.

Shoe cleaning

Upon request, we can clean your shoes. Please contact our housekeeping team for assistance.

Stamps

You can get individual stamps at the reception. If you need more than ten stamps, please purchase them directly from the post office.

T

Taxi

Taxi Ilg, Frauenfeld

Telefon 0 — 052 720 44 44

Taxi Schmid, Eschenz

Tel. 0 — 052 741 41 41

Telephone

Reception Tel. 111

To call another room, dial 3 followed by the room number on the phone.

TV Channels All available TV channels can be found here:

[TV Channels \(PDF\)](#)

U

Umbrellas

During your stay, umbrellas are available for you in the umbrella stands in the entrance area and in the rooms. We kindly ask you to return them for the next guest. If you would like to purchase a rain umbrella, you can do so in our castle shop.

W

Washing machine

Please contact the reception if you would like us to wash your clothes. Costs will be charged based on the amount of laundry.

Wi-Fi

You have free access to our Wi-Fi network throughout the facility:

Network name: **Aussicht**

Password: **SchlossF**

Wake-up Call

Dial *46 and enter the desired wake-up time (hh:mm).

Decide if you want to be woken up once or daily and confirm with "OK".

Then save with "OK" and finally hang up the phone.

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