Hotel Information A to Z

A warm welcome at the Sonnenhotel Adler!

This information is designed to help you feel at home and find your way around right from the start. We will do everything we can to ensure that you have a relaxing and enjoyable stay at our hotel. If you have any questions, concerns or complaints, please contact our reception team. You can reach reception by dialling 1001.

Adults-only hotel: At the Sonnenhotel Adler, we aim to meet the needs of guests aged 16 and over. Even the world's most loving parents occasionally need a break from their daily routine. Spending some time together in a beautiful setting can give you a new burst of energy and refresh both body and mind.

Adler Nature Spa: Enjoy our wellness area with its herbal bio sauna, aromatic steam bath, Finnish spruce sauna, infrared cabin, Kneipp pool and outdoor whirlpool. Wellness at the Sonnenhotel Adler means enjoying a swim in our large, light-filled panoramic indoor pool with a counter-current system, waterfall and starry sky. Afterwards, relax on our lawn with comfortable sun loungers and a shaded romantic lounge. You are also welcome to relax in the outdoor whirlpool, unwind in our new saunas, refresh yourself in our Kneipp pool and ice fountain, or enjoy a soothing massage using products and oils from South Tyrol.

Alm (Villanderer Alm): Our mountain pasture is the second-largest alpine pasture in Europe. At the same time, it is a high plateau offering some of the most beautiful panoramic views of the Dolomites. You can choose from numerous walks between 1,700 and 2,500 metres above sea level. The highest point is the Villanderer Berg at 2,509 metres. Even in winter, the Villanderer Alm is a wonderful hiking paradise, with 30 km of groomed winter hiking and cross-country skiing trails, magnificent natural toboggan runs and excellent opportunities for snowshoe hiking. Guided snowshoe and winter hikes are organised five times a week. Sledges are available free of charge from the hotel. A public bus takes you up to the mountain pasture (Gasser Hütte) every hour.

Arrival and departure: On the day of arrival, your room will be available from 2:00 p.m. On the day of departure, you are welcome to use your room until 10:00 a.m.

Barbecue: We, the Sonnenhotel Adler, have a mountain pasture at the Villanderer Alm at an altitude of 2,000 metres, where our farm animals graze during the summer.
From mid-June to mid-October, we organise a weekly barbecue there for our guests with a breathtaking view of the Dolomites. The barbecue takes place for lunch on Tuesday or Wednesday, depending on the weather.

Bank: Raiffeisen Bank, including an ATM, is located in the centre of the village, next to the tourism office and the elementary school.

Beverages: Drinks consumed at the sister hotel as well 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. Try our different varieties of homemade bread and jams, as well as our ham and sausages made by our chef, Reinhold.

Dinner: We serve a varied menu with salad buffet and crudités, prepared by chef Reinhold and hies creative team. We run our own small businesses: a bakery, a pastry shop and a butcher's shop. They supply us with high-quality products, all typical for this region. These includes fresh bread, pasta, jams and cakes, cold meats such as Kaminwurzen (smoked South Tyrolean salami), Schlutzkrapfen (Tyrolean ravioli) and many types of homemade dumplings. Our high quality, all-organic meat comes from the pigs and Scottish Highland cattle. They are raised outdoors under the careful supervision of senior chef, Franz Josef, near our sister hotel, the Untertheimerhof. During your stay, we have reserved a table for you for breakfast and dinner. Dinner starts at 6:30 p.m.

Doctor: Of course we hope you won't need one! If you require medical assistance, please contact reception. You can reach reception by dialling 1001. In case of emergency, please dial 112.

Dogs: Your dog is welcome in all room categories. Your four-legged friend can also join you on the large sun terrace, in the bar and lounge area and in our Jägerstube. On request, we will be happy to reserve a special table for you, so that your faithful companion can accompany you to meals instead of staying alone in your room. However, we kindly ask for your understanding that dogs are not permitted in the dining room, spa area or main sunbathing area. You and your dog have your own sunbathing area with a beautiful view of the Dolomites.

Electric vehicles and cars: The Sonnenhotel Adler has a 22 kW charging station for electric vehicles. For information please contact our reception team.

Garage: Our garage is available for a daily fee. Our open parking spaces are free of charge.

Hiking: A selection of hiking maps of the surrounding area are available at reception. You can borrow hiking poles free of charge. Our reception team will be happy to provide you with personal recommendations. You will also find a variety of suggested hiking routes in our digital guest map:

https://staynet.info/untertheimerhof/#/

Internet: Whether you want to check your emails or simply surf the Internet, you can access free Wi-Fi throughout the hotel. The password is: ADLER9938

Massage: Would you like to pamper yourself with a relaxing massage? We use only high-quality natural herbs, oils and essences, sourced from the surrounding region. Please contact reception to make an appointment.

Museums: In Villanders/Villandro you will find a mining museum and an archaeological park. The Pfunderer Bergwerk was once was one of the most significant mines of Tyrol. We also recommend the Messner Mountain Museum in Bozen/Bolzano and Bruneck/Brunico, the Ötzi Museum in Bozen/Bolzano and the Touriseum in the Botanical Gardens of Schloss Trauttmansdorff near Meran/Merano. Are you interested in traditional Tyrolean culture? Then the Folklore Museum Dietenheim near Bruneck/Brunico, listed by ADAC as one of the most beautiful open-air museums, is an ideal place to visit.

Pharmacy: The nearest pharmacy is located in Klausen/Chiusa: +39 0472 846 096.

Phone: To call another room directly, dial 1 followed by the respective room number. For example, to call room 308, dial 1308. You can reach reception by dialling 1001.

Post: Our hotel letterbox at the entrance is emptied every day at 10:00 a.m. Stamps and postcards are available at reception.

Public Transportation: Please ask reception for information about timetables and the various means of transport, or visit the website: suedtirolmobil.info. The bus stop is just 50 meters away, in front of the hotel and the tourism office. With your South Tyrol Guest Pass, you can use the entire public transport network throughout South Tyrol free of charge.

Reception: Is the keyword whenever you have any questions! We are pleased to help you with almost any advice and service. The phone number is 1001.

Repairs: If anything in your room or elsewhere in the hotel is defective or broken, please let us know. We place great importance on keeping everything in good working order.

Safe: You will find a safe in your wardrobe. It is available for you to use free of charge. Your room card is used to operate the safe.

Sauna area: The Finnish spruce sauna, the bio sauna with alpine herbs, the aromatic steam bath and the infrared cabin are open from 3:00 p.m. to 6:30 p.m.

Shoe cleaning machine: You will find a shoe cleaning machine at the hotel entrance and in the garage.

Shopping: You can go shopping in the medieval towns of Klausen/Chiusa (4 km) or Brixen/Bressanone (16 km). A trip to Bozen/Bolzano (27 km) or Meran/Merano (60 km) is also worthwhile. Please note that some shops in the towns close from 12:00 a.m. to 3:00 p.m. Clothing & fashion, footwear, leather goods and much more can also be find at the weekly markets: on Monday in Brixen/Bressanone, on Wednesday in Bruneck/Brunico, on Friday in Meran/Merano and on Saturday in Bozen/Bolzano.

South Tyrol Guest Pass: Upon arrival you will receive the South Tyrol Guest Pass from us free of charge. This advantage card offers numerous free services and discounts. You can use all public transport in South Tyrol, take the mountain railway to the Ritten/Renon or to the Rittnerhorn free of charge, and enjoy a wine tasting. Enjoy a carefree and eventful holiday with us.

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 and its surroundings offer you a virtually limitless range of outdoor activities and sports: You can enjoy 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 right next door or golf at the foot of the Seiser Alm. Other activities include mountaineering in the Villnöss Valley, rafting on the Eisack River and cycling through the Eisack Valley.

Supermarket: The supermarket next to our hotel offers a good selection of every day items.

Sustainability and regionality are an important part of our philosophy. Our entire hotel is supplied with renewable energy from our combined heat and power plant (Blue Angel). We use this energy to produce both heat and electricity. We also harness the energy of the sun to generate heat. With more than 300 days of sunshine a year, Villanders/Villandro is an ideal location for this. We also have an electric charging station at both hotels, the Sonnenhotel Adler and the Berglandhotel Untertheimerhof. We mainly use regional food from local farmers. Some of our produce comes from our own organic farm with Scottish Highland cattle and free-range pigs, as well as our herb and vegetable gardens. Our philosophy is to make our own products and dishes whenever possible. You are what you eat!

Swimming Pool: Our panoramic indoor pool with massage station on the first floor is open from 5:00 a.m. to 6:30 p.m. Our guests can also use the solar-heated outdoor pool at our sister hotel, the Untertheimerhof, just 300 metres away (open from 6 a.m. to 6.30 p.m., June to October).

Tennis: A tennis court is virtually next to the hotel. For information please contact our reception staff.

Time: Dear guests, please take your time during your holiday and enjoy every moment! Our team would like to make your stay as enjoyable as possible. Sometimes this takes a little time.

Tipping: Many of our guests would like to know how best to handle tipping. Tips are a great motivation for all our employees. All tips are collected in a common fund because we believe this contributes to a strong sense of teamwork. If you would like to leave a tip for good service, we kindly ask you to use the little pig at reception. This money will be collected and distributed equally among all employees at the end of the month. Thank you very much for your kind appreciation!

Toboggan runs: There are several winter toboggan runs on the Villanderer Alm, above the Gasser Hütte.Toboggans are available to borrow free of charge from the hotel.

Toothbrush Forgot your toothbrush? We will be happy to provide one for you.

Towels: For the sake of the environment, please place any towels that you would like to have washed on the floor.

Tourism office: The Tourism office is located in the center village, opposite the Supermarket and our hotel.

Umbrella: If it rains – although does not happen very often in South Tyrol with more than 300 sunny days - we are pleased to lend you an umbrella.

Untertheimerhof: Our main house, the Berglandhotel Untertheimerhof, is located approximately 300 m from the Sonnenhotel Adler. There you can enjoy the spa area and the quiet pool with its sunbathing area.

Voucher: Make someone happy. How about a voucher for someone special at home? Simply ask us to prepare one of our Adler vouchers for you. You can also find a selection of gift vouchers on our website.

Whirlpool: Enjoy a wonderful Jacuzzi experience in our wellness area. The Jacuzzi is open daily from 3:00 p.m. to 6:30 p.m.

Last but not least: We would like to thank you for choosing our hotel! Your needs and wishes are also ours and we hope you enjoy your stay in our hotel. We would be delighted if you can leave us a short review on Google or TripAdvisor. If you have points to criticism

please tell it us personally! We are always open to feedback, suggestions and further questions because we want you to feel at home!

Family Rabensteiner and Team
wish you a pleasant stay
at the Sonnenhotel Adler!