

# Hotel Information A to Z

A warm welcome at the Sonnenhotel Adler!

**This information should help you to feel at home and to find your way round right from the start. We will do everything so that you will have a relaxing and enjoyable holiday at our hotel! If you have any questions, doubts or complaints, please contact our reception. Reception can be contacted dialing 2001.**

**Adults-only hotel:** we at the Sonnenhotel Adler aim to meet the needs of guests over the age of 16. Even the world's most loving parents need an occasional break from the daily routine. Some time to yourselves in a beautiful landscape can give you a new burst of energy and refresh both your body and spirit. Rediscover the important things in life: your partner, your health, nature and yourself. Enjoy every moment and just be yourself.

**Adler Nature Spa:** Enjoy our newly designed wellness area with herbal biosauna, aroma steam bath, finnish spruce sauna, infrared health cabin, kneipp pool and outdoor hot tub. Wellness at Sonnenhotel Adler means: swimming in our large, light-flooded panoramic indoor swimming pool with counter-current system, waterfall and starry sky, relaxing on our lawn with sun loungers and a shaded romantic lounge, relaxing in the outdoor-whirlpool, recuperating in our new saunas, refreshing in our Kneipp bath and ice fountain or relaxing with a soothing massage with products and oils from South Tyrol.

**Alm (Villanderer Alm):** This pasture is Europe's second largest alpine pasture and at the same time the high plateau with the most beautiful panoramic view of the Dolomites. You can choose between numerous walks between 1700 and 2500 meters above sea level (highest point: Villanderer Mountain 2509 m). Even in the winter the Villanderer Alm is a wonderful hiking paradise: 30 km of groomed trails and cross-country trails, magnificent natural toboggan runs – and an Eldorado for snowshoe hikers. Sleds are provided free of charge by the hotel.

We have a mountain pasture up in the Villanderer Alm (at 2000 metres), where our farm animals graze in summer. From mid-June to mid-October, we organise a weekly barbecue there for our guests, so they can enjoy a breathtaking view of the Dolomites.

**Afternoon snack:** In the Sonnenhotel Adler and in our sister hotel Berglandhotel Untertheimerhof (at a distance of 300 meters) you will find an afternoon buffet free of charge from 1:30 p.m. to 4:00 p.m.

**Arrival and departure:** The booked rooms are available from 2:00 p.m. on the arrival day. At your departure you can enjoy the room until 10:00 a.m. You can still make use of our wellness area on your day of departure. We ask you to vacate your room by 10:00 a.m., but you can access the wellness area and the Vital buffet until 6:00 p.m.! The charge for this is only € 20 per person (please ask at reception).

**Bank:** The Raiffeisen bank with ATM function is located in the center village next to the tourism office and the elementary school.

**Barbecue:** In summer months we organize a weekly hiking tour with barbecue at our mountain hut. The event will be announced the previous evening so that the weather for the following day can be taken into account.

**Bathrobe:** Our cozy and high quality bathrobes are made of cotton inside and outside with microfiber. (Ladies: Adler logo on the left, size L, Gentlemen: logo on the right, size XL).

**Beverages:** The drinks consumed – also from the sister hotel - 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 types of homemade bread, jams and our ham sausages made by junior chef Reinhold.

**Dinner:** We serve a 5-course menu with salad buffet and crudités from kitchen chef Reinhold and Tobias, senior chef Rosa and their creative team. We have our own small businesses - a bakery, pastry shop and butcher's - which supply us with high-quality products, all typical of the local area. These include fresh bread, pasta, jams and cakes, cold meats such as Kaminwürsten (smoked South Tyrolean salami), Schlutzkrapfen (Tyrolean ravioli) and many types of homemade dumpling. Our high quality, all-organic meat comes from the pigs and Scottish Highland cattle we raise outdoors near our sister hotel, the Untertheimerhof, under the careful supervision of senior chef, Franz Josef. For the period of your stay, we have reserved for you one table for breakfast and for dinner. Dinner: from 6:30 p.m. Please come to the dining-room before 7:30 p.m.

**Doctor:** Of course we hope you won't need one! On the contrary, please contact reception. Reception can be contacted dialing 1001. In case of emergency, dial 112.

**Dogs:** Your dog is welcome in any type of room. He 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 set aside a special table for you, so that your faithful friend can accompany

you to meals instead of sitting alone in your room. However, we hope you understand that dogs cannot be taken into the dining room, the spa area and the sunbathing area.

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

**Garage:** Our garage is available for a daily fee of only € 10,-. Our open parking spaces are free of charge.

**Health:** The Sonnenhotel Adler promotes health and relaxation, and skilfully combines pleasure with physical and psychological well-being. So you can enjoy the healthy cuisine of our junior chef Reinhold, restful sleep in our comfortable rooms and all the benefits of our wellness treatments.

**Hairdresser:** Opposite the hotel, next to the town council, you will find the Salon Ida, for ladies and gentlemen, phone number 0472 843 259.

**Hiking:** You can borrow various hiking maps, hiking poles and also backpack at the reception free of charge. For information please contact our reception staff.

**Hot-water bottle:** In case of cold feet, we are pleased to give you a hot-water bottle for more wellbeing.

**Internet:** Whether you want to check your e-mails or just surf the Internet... in the whole hotel area you can access the internet free of charge via wireless LAN. The password is: ADLER9938

**Massage:** Would you like to treat yourself with a massage or another beauty treatment? Try the products of our mountains... We only use high quality natural herbs, oils and essences, sourced from this mountain area and in keeping with local culture. Please contact the reception for an appointment.

**Museums:** Here in Villanders you will find a mining museum and an archeopark. The "Pfunderer Bergwerk" was once one of the most significant mines of Tyrol. Besides we recommend the Messner Mountain Museum in Bozen and Bruneck, the Ötzi Museum in Bozen and the Touriseum in the botanical Gardens of Schloss Trauttmansdorff near Meran. Are you interested in traditional Tyrolean culture? Then the Folklore Museum Dietenheim near Bruneck, listed by ADAC as one of the most beautiful open-air museums, is an ideal place for you.

**Night call:** Dial 0472 866 101, in case of emergency at night.

**Payment:** You can settle your hotel bill the day before your departure. Just ask at reception for it. Payment can be made in cash or credit card (EC Card, Visa, Mastercard).

**Pharmacy:** A pharmacy is located in Klausen +39 0472 846 096

**Phone:** Select the prefix of country, for example 0049 for Germany, 0041 for Switzerland or 0044 for England. Now dial your city code and please don't forget to omit the zero of the city code; for example 0049-9342-7563. For direct access to another room, please select the respective room number and 1 before. For example for room number 308 dial 1308. Reception can be contacted dialing 1001.

**Post:** Our hotel letter box at the hotel entrance will be emptied daily at 10:00 a.m. Stamps and postcards are available at the reception.

**Public Transportation:** Please get the necessary information about timetables of the various means of transport at reception or on the homepage: [www.sii.bz.it/en](http://www.sii.bz.it/en). The bus stop is just 50 meters away, in front of the hotel and the tourist office.

**Reception:** Is the keyword whenever you have any questions. We are here for you with advice and service. The phone number is 1001.

**Repairs:** If something is defective or broken somewhere in your room or in our house, please let us know. It is very important for us to keep everything in order.

**Safe:** You will find a safe in your wardrobe. You can use it free of charge! Use your room card for it.

**Sauna area:** The finnish sauna in spruce wood, the bio sauna with alpine herbs, the aromatic steam bath and the infrared cabin are open from 3:00 p.m. to 7:00 p.m.

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

**Shopping:** Just go to Villanders, to the medieval towns of Klausen (4 km) or Brixen (16 km). Also a trip to Bozen (27 km) or Meran (60 km) it is worth-while. Be aware though some shops in the towns close from 12:00 a.m. to 3:00 p.m. Especially the weekly markets are very popular, too: Monday in Brixen, on Wednesday in Bruneck, on Friday in Meran and on Saturday in Bozen.

**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 in Villanders and its surroundings offer you a virtually limitless range of outdoor activities and sports: 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 next door or golf at the foot of the Seiser Alm, mountain climbing in the Villnösser Tal, rafting in the Eisack or biking through the Eisacktal.

**Supermarket:** The supermarket next to our hotel offers a good choice of every day articles.

**Swimming Pool:** Our panoramic indoor pool with massage station is open for you from 6:00 a.m to 7:00 p.m. You are welcome to use the indoor pool privately for the late evening for a charge of € 20 per hour. 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 7 p.m., May to October).

**Tea:** Bring your thermos flask. You can fill it at the tea buffet free of charge. We can also provide you with a thermos flask.

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

**Thought provoking impulse:** We are always very grateful for it.

**Time:** Dear guests, take your time during your holiday to enjoy it all. Our team would like to make the most of your stay, and that takes some time sometimes.

**Tipping:** Many of our guests would like to know how to handle best tipping. Tipping is a big motivation for all employees. Everything is collected in a common fund. We believe that this leads to a better team spirit. If you want to give a tip for good service, we ask you to do so by using the little pig at the reception. This money will be collected and distributed equally among all employees at the end of the month.

**Toboggan runs:** Some winter toboggan runs are on the Villanderer Alm, above the Gasser Hütte. Free rental of toboggans in the hotel!

**Toothbrush** forgotten? We can provide one for you.

**Towels:** For the sake of the environment it would be nice if you put the towels to be washed on the floor.

**Tourism office:** The Tourism office is located in the center village opposite the Supermarket and the Sonnenhotel Adler.

**Umbrella:** If it rains, even if that doesn't happen 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 at a distance of about 300 m from the Sonnenhotel Adler. There you can enjoy the spa area and the quiet pool with sunbathing area as well. You are welcome at the afternoon buffet from 1:30 p.m. to 4:00 p.m., too.

**Voucher:** Make someone happy. What about a voucher for your dearest ones at home? Just have one of our Adler vouchers issued!

**Wake-up Service:** If you need to be woken up, we are pleased to provide this service.

**Weather:** "When angels travel ..." You will get the daily weather forecasts at the reception or hotel entrance.

**Weekly markets:** Clothes & fashion, footwear, leather goods and much more on Monday in Brixen, on Wednesday in Bruneck, on Friday in Meran and on Saturday in Bozen.

**Whirlpool:** Enjoy a wonderful jacuzzi experience in our wellness area. The Jacuzzi is open daily from 3:00 a.m. to 7:00 p.m.

**Wine cellar:** Villanders is a wine-growing village. The sunny slopes produce excellent Eisacktal wine. We offer wine tastings and sociable Törggelen evenings in our natural stone wine cellar. You are welcome to rent our cozy wine cellar for your private festivities for 6 or more people.

**Last but not least:** We would like to thank you that you have chosen our hotel! Your needs and wishes are also ours. If you like your stay in our hotel we would appreciate a short entry in the portals of google or [tripadvisor](#). If you have points to criticism please tell it us personally! We are always open for suggestions, feedbacks and further questions, because we want you to "feel at home!"

**Family Rabensteiner and their employees  
wish you a pleasant stay  
at the Sonnenhotel Adler!**