

Small information board about bookings, stays, and cancellations



Welcome to us in beautiful Cloppenburg. To make your stay as pleasant and relaxing as possible, you will find the most important information about our offers and service hours here. If you have any questions, we are always available to help.

Check-in: from 2 p.m. (please let us know if you arrive after 6 p.m.)

Check-out: till 11 a.m. (late check-out is possible for an additional charge and subject to availability)

We have a **24-hour reception**.

Breakfast times:

Mo to Fr 6:30 a.m. to 10 a.m., Sa, Su and public holidays 8 a.m. to 11 a.m.

If you need to leave early, we will be happy to prepare a delicious **packed lunch** for you. Please book this the evening before by 9 p.m. at the latest.

We also ask that you notify us of any **food intolerances** in advance.

You are welcome to invite friends or relatives for breakfast. Please state the number of people the evening before. The price is € 23.50 per person.

You are welcome to bring your **dog**. We charge € 10.00 per dog/ night. Your dog is also welcome to accompany you to breakfast. However, the condition is that other guests are not disturbed. Our motto is "people first than animals."

An **extra bed** is only available upon prior reservation. No later than 12 noon on the day of arrival. A baby bed costs € 10.00 per night, and an extra bed costs € 40.00 per night.

Wi-Fi is available free of charge throughout the hotel. You will find the access details in your room.

Parking is available free of charge directly at the hotel.

Sauna hours are from 5:30 p.m. to 9:30 p.m. (please register at reception).

Cancellations

We ask you to notify us of any cancellations in writing as soon as possible. We will always try to avoid cancellation fees by reassigning the canceled room. Only if this is not possible will we charge a fee of 80%. In the event of a no-show, a payment of 80% is always due.

Free cancellations of up to 2 rooms are possible until 12 noon on the day of arrival.

Special policies apply to reservations of 20 or more rooms. Please speak to the staff at reception.

We wish you a pleasant journey and look forward to seeing you!