

Frequently Asked Questions

Questions about booking

How can I book a room?

Our rooms can be booked online through our website. For group bookings or company bookings, please feel free to contact us directly.

Can I book a room for a longer period of time?

If you would like to stay in one of our rooms for longer than 30 days, please contact us by email. Otherwise you can book directly online on our website.

How can I pay?

You can pay online via credit card, instant bank transfer, Giropay as well as Apple and Google Pay.

What happens after booking?

Immediately after booking you will receive a booking confirmation by email (please also check your SPAM folder).

About a week before arrival you will receive an email from us with the online check-in. Once you have completed this, guests will automatically receive the access data for the room door and the WIFI via email an SMS at 5:00 p.m. one day before arrival.

Last-minute bookings: If you book and arrive on the same day, you will receive the booking confirmation and the link for the online check-in in just 1 minute after your booking. As soon as you have completed the online check-in, you will receive your access data automatically within 1 minute via email and SMS (at the earliest at 5:00 p.m. one day before arrival).

Have you not received a booking confirmation?

In this case, please check the SPAM folder in your email inbox.

If the booking confirmation is not there, please contact us by email.

Are pets allowed to stay overnight?

Unfortunately, pets are not allowed to stay overnight with us.

Questions on the day of arrival

When can I move into my room?

Your room can be opened from 3 p.m. using the PIN code sent to you.

Are parking spaces available?

There are 41 free parking spaces available directly at the property, including 8 e-charging spaces.

How does check-in work?

You will receive an email one week before arrival with a link to our online check-in. As soon as you have completed this, you will receive the PIN code for the room door and the WIFI password automatically by email and SMS at 5:00 p.m. one day before arrival.

Questions during your stay

What about the food in the accommodation?

Our motel has 24-hour vending machines for hot drinks, cold drinks and snacks.

Can I have mail or packages sent to my accommodation?

Unfortunately, you cannot have anything sent directly to the accommodation.

Are there barrier-free rooms?

Yes, we offer 2 handicapped accessible, barrier-free single rooms. In addition, the rooms on the ground floor can be reached without stairs.

Can I smoke in the room?

No. There is an absolute ban on smoking inside the property.

Will my room be cleaned?

Our rooms are thoroughly cleaned and disinfected before every check-in. Daily interim cleaning also takes place during your stay.

Questions on the day of departure

By when do I have to leave the room?

You must vacate your room by 10:00 a.m.

Questions about your stay

What should I do if I forget something in the room?

If you have forgotten something in the room, please contact us by email.

How do I get a copy of my invoice?

If you need a new invoice or an invoice with changed data, please contact us by email.

Emergency telephone

What should I do if I need assistance during my stay?

If you need assistance during your stay, please contact our staff.

Before calling the emergency number, please make sure

- that you have completed the online check-in,
- that you are standing in front of the right room,
- that your room number and check-in date match the information in the email and/or SMS.

Our emergency contact may not be available to you or only to a limited extent between 8:00 p.m. and 8:00 a.m.

Emergency telephone: +49 (0)151 / 4339 0859

Didn't find an answer to your question?

Please feel free to contact us by email or using our website's contact form.