

# Service Directory

- Activities and Attractions

The Nied valley and its surroundings offer a vast variety of attractive hiking trails and sports activities. Flyers and brochures are available at the reception and our staff will happily help you to plan your day trips.

- Adapters

A selection of international adapters for your electric devices as well as chargers for your mobiles are available for your use at the reception.

- Address

Niedmühle, Restaurant – Land & Genuss Hotel  
Niedtalstrasse 13-14  
66780 Rehl.-Siersburg, Ortsteil Eimersdorf  
Tel: +49 6835.67450

- Alarm Call

Please book your alarm call with the reception. You can rely on us to wake you up on time!

- Arrival and Departure

Your room will be ready for you from 3:00 pm onwards. Please let us know should you arrive after 9:00 pm or on a Sunday or Monday.

We kindly ask you to vacate your room by 11:00 am on the day of your departure. An alternative time may be available by prior arrangement.

- Baby Cots

On request you will receive a baby bed. Please contact our reception!

- Bank

Kreissparkasse Saarlouis, <https://www.ksk-saarlouis.de/de/home/toolbar/filialen/kreissparkasse-saarlouis-filiale-rehlingen-7211.html>

- Bedding

We will be pleased to supply any extra bedding, linen or pillows. Please contact our reception! All bedding with allergy-free linen.

- Beverage Station

We provide facilities for making complementary tea and coffee on your corridor and water on the house.

- Bookings for Special Occasions

Our winter garden, Gourmet Restaurant, Genuss Bar (Deli Bar) and wonderful park make the ideal location for your family gatherings and celebrations or business events and banquets.

- Breakfast

To give your day the best start we will serve you breakfast between 7:00 am and 10:30 am from Monday to Friday. Please contact us for special requests or alternative times, e.g. early check-out. On Saturdays, Sundays and bank holidays breakfast is served from 8:00 am – 10:30 am.

- Chargers

A selection of chargers for your mobiles as well as adapters for your electric devices is available for your use at the reception.

- Cell phone

We have a selection of telephone chargers available for your use at the reception.

- Closing Days

The restaurant is closed on Sundays and Mondays

- Credit Cards

Please note that we only accept the following credit cards: MasterCard and Visa

For banquets and large group bookings we ONLY accept debit cards or cash

- Departure

We kindly ask you to vacate your room by 11:00 am on the day of your departure. An alternative time may be available by prior arrangement.

- Dentist/Doctor

If you should require medical assistance please contact the reception

OR call +49 6835.4044, Dr. med. Daniela Paul, GP

Please remember to dial '0' for outside line when calling from your room!

- Duty Manager / Reception

The reception is open from 11:00 am – 10:00 pm

From your room please dial "31" OR "33"

From outside please dial +49 6835.67450

- Electricity Voltage

There is a sufficient number of sockets in all rooms and bathrooms. These require the German standard 220V/50Hz . A selection of adapters is available for your use at the reception.

- Emergency Exits

All emergency exits are indicated by illuminated green and white signs. Please familiarise yourself with the instruction sheet displayed in your room!

- Emergency Services

In case of ANY emergency please contact the reception (DIAL "31" or "33").

OR call +49 173 318 57 51 or +49 6835.6070451

Please remember to dial '0' for outside line when calling from your room!

- Fitness / Gym

We have teamed up with TREWA Insel, Rehlingen ensuring you admission at a reduced price. It can also be used in combination with their sauna and outdoor pool.

- Flowers

Please let us know if you wish for a bouquet or flower arrangement for yourself or your loved ones. We will be happy to attend to it!

- General Information

Our staff will happily advise you on any excursions or sports activities you might be interested in. Additionally you will find all kinds of brochures or flyers on current events at display at the reception.

- Hardwire Internet Access

You will find your LAN cable in your wardrobe next to your safe. In the Juniorsuites and the Suite it emerges through a hole in the desk.

- Hiking and Cycling tours

A large selection of maps and guides are at your disposal at the reception.

- Internet / free WiFi

Enable your wireless networking. Then browse and connect to the network "Niedmühle Gast".

See more under 'Hardwire Internet Access'

- Keys

Please return your key on the day of your departure.

- Laundry Service / Dry Cleaning

Please contact us to take care of your laundry.

- Leisure, Attractions, ASurroundings

The Nied valley and its surroundings offer a vast variety of attractive hiking trails and sports activities. Flyers and brochures are available at the reception and our staff will happily help you to plan your day trips.

- Lost & Found

Should you be missing or have found something please contact our reception.

- Luggage Assistance & Storage

Your luggage can be picked up from or taken to the station, airport etc. This service will be charged.

We store your luggage for you. Please ask at the reception! There is no charge for this service.

- Mail

You can collect your mail at the reception and/or post it from there.

- Maps and Guides

There is a wide range of maps for your day trips or hiking tours at display at the hotel entrance and at the reception.

- Mending Garments

Please ask at the reception if your garments should require mending!

- Minibar

Each room is equipped with a well-stocked mini fridge. You will find a price list in your room.

- Mobiles

We have a selection of telephone chargers available for your use at the reception.

- Newspapers

You will find the daily newspapers laid out at the breakfast buffet.

- No-Show Policy

Our no-show policy charges the full cost of the hotel reservation if you fail to arrive without prior notice and 80 € per reserved seat at the restaurant. Please make sure to cancel at least 24 hours in advance to avoid any fees.

- Parking

We offer ample free parking on the grounds of the hotel for cars, coaches and motorcycles. Parking is entirely at the owners' risk and the hotel management cannot accept responsibility for any loss or damage.

- Payment

Please settle your account on the day of your departure.

We accept debit cards, MasterCard and Visa card as well as cash.

- Pharmacy

Our local pharmacy/chemist:

St. Martin Apotheke in Siersburg, Tel: +49 6835. 93633 ( 2.5 km driving distance)

Please remember to dial '0' for outside line when calling from your room!

- Pillows

We will be pleased to supply any extra or different pillow if required. Please contact our reception!

- Printing your documents

We will happily accommodate you at the reception!

- Reception / Duty Manager

The reception is open from 11:00 am – 10:00 pm

From your room please dial "31" OR "33"

From outside please dial +49 6835.67450

- Registration Form

You will either receive one at the reception on your arrival or find one to fill in in your room.

- Restaurant Billing

For your convenience all restaurant charges can be placed on your room account to be charged upon check-out. Please leave your room number and signature.

- Restaurant Opening Times

Breakfast:	Monday – Friday	7:00 am – 10:00 am
	Saturday – Sunday and bank holidays	8:00 am – 10:00 am
Lunch:	Tuesday – Friday	12:00 noon – 2:00 pm
Dinner:	Tuesday – Saturday	6:00 pm – 9:30 pm

Sunday and Monday breakfast only

- Room Cleaning

Housekeeping service each day from 9:00 am – 1:00 pm.

- Room Service / In-Room Dining

Breakfast, lunch and dinner can be served in your room if you wish having your meals in the comfort of your accommodation. A 5 € charge will be applied.

- Safe

You will find your individual safe in the wardrobe of your room.

- Sauna

In collaboration with TREWA Insel, Rehlingen. May also be used in combination with their gym and outdoor pool.

Das Bad, Merzig also has a sauna.

- Shoe Polishing

You will find a wide range of detergents in your wardrobe. There is a shoeshine machine at the entrance of the hotel.

- Smoking and Vaping

Out of respect and consideration for our non-smoking guests smoking and/or vaping is not permitted in your hotel room. A charge of 100 € cleaning surcharge per room will be applied if there is evidence of smoking in your accommodation.

Smoking is prohibited in all public areas by law! There are designated smoking areas on the hotel grounds.

- Sunbathing

Our gorgeous park makes the perfect place to relax on our extra comfortable sunbeds right on the river Nied.

- Taxi / Car hire

Please contact our reception to organize you a taxi.

Or call: Taxi Zentrale Beckingen: +49 6835.3045

Car hire can also be arranged via reception.

- Telephone

All rooms have direct dial telephones. To obtain an outside line please dial "0".

Rooms can only be called from outside by being connected.

To call another room from your room please dial the respective room number.

- Television

All functions can be operated via your remote. See the current programme laid out in your room.

- This and That

We are constantly working on making your stay the most pleasant and memorable. Please inform us about any special needs or wishes that would help make your stay more comfortable.

- Towels

We will be pleased to supply any extra needed towels. Please contact our reception.

- Vouchers

You want to treat your loved ones to a memorable getaway or superb cuisine in a very relaxed & friendly atmosphere? Our voucher "Auszeit, Traumzeit in der Niedmühle" or for an evening in our exquisite gourmet restaurant will make the perfect gift. Please contact us for your personalised voucher.

- WiFi

Enable your wireless networking. Then browse and connect to the network "Niedmühle Gast"

## Terms & Conditions for Hotel & Restaurant

- **Rates**

All prices include the current VAT. Newly released lists of rates replace all previous ones. Our rates are per room and include breakfast.

- **Rooms / Arrival and Departure**

Pets are not permitted in the hotel or restaurant. This does not apply to guide or assistance dogs. But please note that there is no lift in case you should require one for your assistance!

We are a non-smoking hotel and do not permit smoking or vaping in our restaurant or rooms.

Check-in is from 3:00 pm onwards. Please let us know should you arrive after 9:00 pm or on a Sunday or Monday.

We kindly ask you to vacate your room by 11:00 am on the day of your departure. An alternative time may be available by prior arrangement.

- **Payment**

In our restaurant we accept debit card, MasterCard, Visa and cash.

We do not accept credit cards for larger group or business event bookings as well as for special arrangements. Your account can be settled by bank transfer, cash or debit card.

- **Cancellations**

Cancellations for rooms and/or special arrangements can only be accepted by email. Cancellations made by two days before check-in or less will receive a 20% refund.

Any stays shortened or departing earlier will be chargeable at 80% of the agreed rates for room or special arrangement bookings.

- **Restaurant & Park**

Our hotel and restaurant are located right on the beautiful clear river Nied.

A perfect place to find peace and a quiet rest, relax and enjoy superb food.

During the warm seasons our wonderful park with its old trees and romantic shady places offers you the perfect site for retreat and relaxation .

When you are planning your stay please consider that our restaurant is closed for lunch and dinner on Sundays and Mondays.

## Terms & Conditions for Banquets and Event Bookings

### **Our quality awareness briefly described**

We are constantly striving to hunt for the best products available. This is a very time consuming progress. So, in order to serve you these products in their still best quality it requires the combined effort of service, kitchen and to some extent our guests, too.

Our menu is calculated as attractive as possible and therefore we ask you for precise information regarding the time, number of persons and your preferences. Only then is it possible to serve you the best quality at a good price.

- **Menu Suggestions**

For organisational efficiency we ask you to decide on one set menu only when booking for larger groups.

The menu prices listed are for banquets only. They are pro rata and per set menu taken in our restaurant.

We do, of course, offer more complex dishes and set menus. Tailoring your personal set menu will require prior consultation by appointment.

- **Booking and Payment Process**

To arrange for fresh groceries in time we need an approximate number of the party as well as any additional terms at least 14 days prior to the event.

When calculating the banquet we take into account the number of guests given to us by two business days prior to the event.

Alterations or cancellations concerning the set menu made later will be made chargeable in accordance with expenses that have incurred.

Alterations made at a short notice are of course possible but always result in extensive efforts.

The account is due with the issuing of your final invoice.

We accept debit cards, bank transfer or cash.

Payments made by bank transfer are due within 8 days from date of invoice without deduction.

