

A

Adapter / charging cable

Adapters and charging cables are available on loan at the reception, subject to availability.

Airport

The airport Wien-Schwechat/Vienna International Airport is located about 48km from the hotel and can be reached by car in about 40min.

Arrival and departure times can be found at www.viennaairport.com.

For a transfer to the airport please contact one of our reception staff.

If you wish to be picked up from the airport, please inform us in time, indicating the flight number and the estimated time of arrival.

B

Baby cribs

The hotel has some baby cribs, which are provided free of charge upon request and subject to availability.

Please make this request known when making your reservation or contact our reception staff.

Baden train

The stop of the Vienna local railroad is located at Josefsplatz in about 1km distance and can be reached on foot in about 14min. Trains to and from Baden run almost continuously to and from Vienna Opera in the centre of the capital. Tickets are available in advance at the ticket office or at the ticket machine.

The total travel time is about 1 hour.

Bathing paradise

The Römertherme Baden is located 900m away and can be reached on foot in about 11min. On a total of 900m² water area are not only various pools, but also a sulfur pool, filled with 34 °-36 ° warm sulfur water from the Baden healing spring. Sauna area, hairdresser, beauty salon, fitness and massage offer, as well as a spa restaurant complete the offer.

Römertherme Baden


Brusattiplatz 4

2500 Baden

www.roemertherme.at

Opening hours:

Daily 10:00-22:00

 [+34\(0\)2252 45030](tel:+34(0)225245030)

Bathrobes

you will find in your room.

Bicycles

We have Brompton folding bikes for hire.

Half day (4 hours) € 10, --/bike

Full day € 15, --/bike

Further information is available at the reception.

Blankets

Additional blankets are available upon request. Please indicate your request at the time of reservation or contact the reception.

Bowling

In the basement of our residence building there is an original Brunswick bowling alley with 3 lanes.

We charge € 35,00 per lane and hour. The maximum playing time is 3 hours, and the playing time is limited to 01:00 at the latest.

Please let us know your reservation request at least 24 hours in advance.

Breakfast

We offer a rich cold and hot breakfast buffet in our restaurant "Rosenkavalier", in the adjacent "Herrensalon" and in good weather (subject to availability of seats) on the "Rosenterrasse".

Our breakfast area is only accessible via steps.

Breakfast hours:

Mon – Fri 07:00-10:00

Sat, Sun and holidays 07:00-11:00

Should your departure have to take place before our breakfast times, we will be happy to prepare a breakfast-to-go for you. Please announce your wish in time - at the latest in the afternoon of the day before - at the reception.

Bus stop

The bus stop of the City Bus Baden 358 (7811) line B is on the left side in 2min distance in the Schlossgasse.

The next stop of the regional bus 303 Wien Oper/Karlsplatz - Baden - Bad Vöslau you will find directly in front of the entrance of the Thermalstrandbad Baden in only 200m distance. You can find out the exact departure times at our reception or at <https://www.vor.at/mobil/mobil-in-der-region/bezirk-baden/>.



Car rental

The nearest car rental is about 6,5km away.

Atlantacars GmbH

Haidhofstraße 85

2500 Baden

www.atlantacars.at

Opening hours:

Mon – Fri 08:00-16:00

Saturday 09:00-15:00

office@atlantacars.at

☎ +43(0)2252 266049

☎ +43(0)660 7733440

Car wash

Do you want an all-round care for your car?

Top-Car

Am Hörmbach 11

Halle 4

2500 Baden

Opening hours:

Upon request

☎ +43(0)676 4049219

office@topcar-service.at

Check-in

Check-in is possible from 15:00.

Should you wish to arrive earlier and move into your room, this is possible upon request and subject to availability at an additional cost of € 40,00, spa use included. Please make your request known at the time of booking or contact our reception if necessary.

Check-out

We kindly ask you to check-out your room by 11:00 am.

Late check-out until 17:00 is possible on request and subject to availability at an extra charge of € 40,00, spa use included. If you leave after 17:00, we will have to charge you for a full night. Please contact the reception in this regard or make your request known at the time of booking.

Children

Children up to 6 years stay free of charge in their parents' bed. We provide baby cribs free of charge subject to availability. Please let us know your request when making your reservation.

Cinema

The cinema in the centre of Baden is 1,2km away and can be reached on foot in about 15min.

Cinema Paradiso Baden

Beethovengasse 2a

2500 Baden


www.cinema-paradiso.at

Opening hours:

Cash desk: daily from 30min before the 1st performance

Cinema bar: Mon – Sat from 15:00


Sun 09:00-23:00

 +43(0)2252 256226

City map

We have city maps and other information material about Baden available for you at the reception.

Conferences / Seminars

Our hotel has a total of 9 seminar rooms of various sizes with a capacity of up to 150 people. For more information, please contact our event and banquet department directly at extension  -152 or one of our reception staff.

Cosmetic articles

Cosmetic items such as toothbrush, shaving kit, etc. are available free of charge at the reception.

Credit cards

We accept the following credit cards:


Visa, Master Card, American Express, Diners Club, JCB


D

Doctor

If you need medical assistance, please contact our reception staff under the direct extension -0.

Euro emergency number  112

Medical emergency service  141

Emergency rescue  144

Dogs

Dogs are allowed on request and will be charged € 15,00 per night.

The access to the restaurant, the restaurant terrace and to the spa area is not allowed for hygienic reasons.

If you leave your dog alone in the room, please inform our cleaning staff with the sign you will receive at the reception.

E

E-charging station

You will find a charging possibility for your electric car directly at the hotel at the lower parking lot. You can get more information at our reception.

The next public e-charging station is 400m away at Helenenstrafze 40, accessible on the left via Schlossgasse.

Electrical appliances

The voltage of the electricity is 220V. In the bathrooms for razors 220V/110V.

If you need an appropriate adapter, please contact our reception.

Elevator

Our house has a total of three elevators.







- Main house castle
- New building
- Residence building

The garage can only be reached by the elevator in the new building.

Please do not use the elevators in case of fire!

Emergency

Important emergency numbers:

| | |
|---------------------------|---|
| Euro emergency number |  112 |
| Medical emergency service |  141 |
| Emergency rescue |  144 |
| Police |  133 |
| Fire brigade |  122 |
| Reception |  -0 |

Emergency exits

You will find a detailed emergency plan with escape routes on the inside of your room door. These will guide you along the quickest route to the nearest emergency exit.

Please note that the use of the elevators is prohibited in case of fire!

Excursion destinations

We will be happy to advise you at the reception about interesting excursion destinations in the region.

Extension numbers

Reception ☎ -0
Restaurant ☎ -821
Spa ☎ -570

Extra beds

We are happy to provide an extra bed on request and subject to availability at € 35,00 per person per night, including breakfast. Please indicate your request when making your reservation.

F

Fitness

Our hotel has a fitness room in the residence building with treadmill, cross trainer, dumbbells etc., which can be used by our guests free of charge. Open daily from 06:00-22:00.

G

Gas station

The nearest gas station is located 1.6km away and can be reached in about 5min.

Shell

Vöslauer Straße 6
2500 Baden

Opening hours:

Mon – Sat 06:00-22:00

Sun 07:00-22:00

☎ +43(0)2252 48693

Golf Arena

The Golf Arena Baden includes golf courses within a radius of 5km to 45km. Please ask for green fee discounts at our reception.

Guest Relation

We always try to make our guests' stay as pleasant as possible. However, if you have any reason to complain, please do not hesitate to let us know. We take all your concerns and wishes very seriously.

H

Hospital


The city hospital is located 3,5 km away and can be reached by car in about 10 minutes.

Landeskrankenhaus Baden

Waltersdorfer Straße 75

2500 Baden

office@baden.lknoe.at

 +43(0)2252 9004

I

Internet

Free wifi is available in all rooms and in the entire hotel area.

The rooms with the numbers 3001 - 3412 require a password.

You will find the password in your room or you can ask our staff at reception.

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Ironing service

Irons and ironing boards are available free of charge upon availability through our reception.

J

Jogging

You can find a selection of running routes at

<https://www.outdooractive.com/de/laufstrecken/baden/laufen-in-baden/2503360/>

K

Key card

The light in your room can be activated by inserting your key card into the device located next to the door.

Please do not keep the card near your cell phone, as this may deactivate it.

L

Laundry / Dry Cleaning

The nearest laundry is 1,4km away and can be reached by car in about 4min.

On foot across the Doblhoffpark, which borders the hotel, it is only 850m and about 10min walk.

Anita Wieser

Gutenbrunner Straße 1
2500 Baden

Opening hours:

Mon – Fri 08:00-18:00

Sat 08:00-12:00

☎ +43(0)2252 41233

Linen change

Your bed linen and towels are changed as standard with the room cleaning every 3rd day.

M

Massages & Beauty

In our hotel spa you can book numerous massages and beauty treatments to your vacation.

You can find our detailed offer on our homepage at <https://hotelschlossweikersdorf.at/files/spa-menu.pdf>.

We recommend that you request your desired treatment at the time of booking. For a booking on site, please contact the reception or call directly our spa at extension ☎ -570.

Minibar

Our rooms have minibars that are refilled daily.

Please take down the withdrawal and pay on departure.

N



Outdoor pool facility

The thermal beach pool Baden is located in the immediate vicinity of the hotel (about 3 minutes' walk) and is open from May to September. It covers a total area of about 42.000m² and has the largest man-made sandy beach in Austria. Two 50m swimming pools, two sulfur pools, massage jets at different heights, the current channel, ground geysers, massage loungers on the palm island, the large water slide, a wide water slide, the diving tower and the children's pool with water mushroom and the "Kobri slide" provide water fun for young and old. In the adjoining Weilburgpark, a wide variety of activities for young and old are offered, such as beach volleyball, badminton, adventure playground and much more.

Thermal beach bath Baden

Helenenstrasse 19-21
2500 Baden

Opening hours:

May to September daily from approx. 08:00-20:00

For the exact opening hours please call

☎ +43(0)2252 86800800

Outlet Center Parndorf

In the Outlet Centre you will find brands like Boss, Karl Lagerfeld, Lacoste, Trussardi and many more. Distance approx. 80km - travel time approx. 59min.

McArthur Glenn Designer Outlet Parndorf

Designer Outlet Straße 1
7111 Parndorf
www.mcarthurglen.com

Opening hours:

Mon – Wed 09:00-20:00

Thu, Fri 09:00-21:00

Sat 09:00-18:00

info.parndorf@mcarthurglen.com

☎ +43 (0) 2166 36 14-0

P

Parking lot

Our hotel has 29 hotel-owned parking spaces, which cannot be reserved.

In addition, there are 14 underground parking spaces at € 15,00 per day.

These can be reserved on request and subject to availability.

Public, free parking spaces can be found in front of the hotel or at the parking lot of the Thermalstrandbad Baden in 3min distance.

Pharmacy

The nearest pharmacy is located about 1,1km away.

Apotheke zur Weilburg

Weilburgstraße 2
2500 Baden

Opening hours:

Mon - Fri 08:00-18:00

Sat 08:00-12:00

☎ +43(0)2252 48403

Outside opening hours, please contact our reception staff for an overview of the emergency pharmacies on duty.

Pillows

If you need an additional pillow, please contact the reception.

Pool

The hotel's indoor pool is located in the adjacent residence building and has a temperature of 26°.

Open daily from 06:00-22:00.

Q

R

Radio

Various radio stations can be found on your TV.

Reception

Our reception is staffed 24 hours a day. Please contact one of our staff members directly at the direct extension ☎ -0 for questions and/or requests.

Restaurant

Our restaurant "Rosenkavalier" spoils you with lovingly composed menus, Austrian specialties and international dishes, as well as a selective drinks menu.

Opening hours:

Monday day off
Tue - Fr 07:00-23:00
 Kitchen 17:00-21:30
Sat 07:00-23:00
 Kitchen 12:00-21:30
Sunday day off

Reservations:

Direct dial ☎ -821
Via the reception ☎ -0

Room cleaning

Our cleaning service, which is included in the room rate, takes place every 3rd day as standard. If you would like daily cleaning, you can book this before/on arrival for € 10.00 per room and night. If you do not want to be disturbed by our cleaning staff, please hang the corresponding sign on the outside of your room door.

S

Safe

All rooms are equipped with a safe, which can be operated with an individual code. Instructions for this can be found directly at the safe. Please note that the hotel is not responsible for any lost valuables.

Sauna & Steam Bath

In our hotel's own spa in the adjacent residence building, you will find the sauna area with Finnish sauna, bio sauna, steam bath and showers in the basement.

Opening hours:

Daily from 10:00-20:00

We kindly ask you to book the use of the sauna and steam room in advance at the spa from 10:00 - 18:00.

Scan / Copy / Print

We charge € 0,20 per page per b/w copy or print and € 0,40 per page for colour copy or print. Please contact our reception staff with your request.

Shoe shine machine

is located in the entrance area of the hotel.

Shopping facilities

In addition to numerous shopping opportunities in the centre of Baden, such as drugstores, supermarkets, boutiques, etc., the Westfield Shopping City offers a total of 330 different stores and service providers on a total area of 270.000m² at a distance of 25,2km and reachable by car in about 23min.

Also reachable with the Baden train in about 30min.

SCS – Westfield Shopping City Süd

2334 Vösendorf-Süd

Opening hours:

Mon, Tue, Wed 09:00-19:00

Thu, Fri 09:00-20:00

Sat 09:00-18:00

Smoking

Smoking is prohibited in the rooms and in all public areas of the hotel. We ask you to comply with the smoking ban without exception. In case of violations, especially smoking in the rooms, we will have to charge you € 200,00 for special cleaning.

Solarium

The nearest tanning salon is located 1,2 km away and can be reached on foot in about 15 minutes.

Sonnenstudio21 Baden

Vöslauer Straße 6

2500 Baden

Opening hours:

Mon – Fri 09:00-21:00

Sat, Sun 10:00-20:00

☎ +43(0)2252 273430

T

Taxi und Shuttleservice

Funk Taxi Baden ☎ +43(0)2252 88500

Conny's Taxi ☎ +43(0)676 4301211

Benesch ☎ +43(2252)45545

Telephone

To make a call from your room telephone to another room, please dial the corresponding room number directly.

For external calls, first dial ☎ -9 for a free line.

Tennis

The 4 tennis courts "Rauhenstein" are 1,6km away and can be reached by car in about 4min and by foot in about 20min. They are open during the outdoor season.

4 outdoor courts and 6 indoor courts can be found at the Sportcenter Baden - 3,4km away and reachable by car in about 8min.

Rauhenstein

Tennisanlage & Radlerstation

Helenenstraße 59-63

2500 Baden

www.tennisrauhenstein.com

Opening hours:

Mon – Fri 08:00-22:00

Sat, Sun 08:00-20:00

☎ +43 (0) 44420

Sportcenter Baden

Waltersdorfer Straße 40

2500 Baden

Opening hours:

Mon – Fri 08:00-16:00 & 21:00-22:00

Sat, Sun & holidays 16:00-21:00

sporthalle@baden.gv.at

☎ +43(0)2252 86800-810

Tourist Information

The Tourist Information is your contact for questions about accommodations, events, etc.

Tourist Information Baden

Brusattiplatz 3

2500 Baden

www.tourismus.baden.at

Opening hours:

June until mid of October

Mon – Fri 09:00-18:00

Sat, Sun & holidays 10:00-18:00

Mid of October until end of May

Mon – Fri 09:00-17:00

Sat, Sun & holidays closed

info@baden.at

☎ +43(0)2252 86800-600

TV

You will find the current program list in your room.

U

Umbrellas

Should the weather not cooperate, you can get umbrellas against a deposit of € 10,00 per piece at our reception, subject to availability.

V

Vignette

Vignettes for the Austrian freeways are available at gas stations marked with a vignette symbol, as well as from ÖAMTC and ARBÖ.

VIP Card

Upon check-in, you will receive the Baden VIP Card at the reception, which offers numerous discounts in stores, leisure and cultural facilities and restaurants.

Vouchers

Would you like to give away a voucher? We will be happy to issue you an individual voucher for a specific value or for a specific service.
Please contact our staff at the reception.

W

Wake-up service

If you would like us to wake you up at a specific time, please contact our reception.

Water boiler

We are happy to provide you with a kettle upon request and subject to availability. Please contact a receptionist with your request.

Weddings

A fairy tale wedding in the castle - the wedding ceremony on the lawn with a view of the dreamlike rose park.

We specialize in weddings and will be happy to host yours. Our event and banquet department staff will be happy to advise you on extension ☎ -152.

X

Y

Z