



ARKONA STRANDHOTEL

PRIVATE PALACE HOTELS

Guestinformation

Dear Guests !

Welcome to your Arkona Strandhotel in the Baltic resort of Binz.

Allergy sufferers

We have bed linen for allergy sufferers available. In case of a food allergy, you are welcome to discuss your special meal plan directly with our chefs.

Baby cot

We provide baby cots & baby bed linen free of charge on request.

Banks

Sparkasse Binz: Heinrich-Heine-Str. 2
An ATM of the Sparkasse is located in Dünenstraße.
Volks- und Raiffeisenbank: Schillerstr. 9

Beach chairs

During the high season, the hotel's own beach chairs are available for your use. The fee can be paid in cash or charged to your room bill. Please return the keys by 9pm.

Beauty Farm

You will find our Beauty Farm in the Rugard Thermal Strandhotel. To make an appointment or for an individual consultation, please dial 6699 between 10am and 6pm.

Bicycle rental

You will find the DEUTSCHMANN bicycle rental shop at the IC railway station.

Bootshaus

Your fish restaurant with a cosy atmosphere in the immediate vicinity – visit us at Strandpromenade 49. For reservations call 7944.

Breakfast

from 7.30-11.00am breakfast buffet in the restaurant „ROSSINI“. You would like to have breakfast in your room? Use our room service for a small surcharge.

Car rental

The reception will be happy to assist you with your booking.

Cheques

Please understand that we generally do not accept crossed cheques, cash or Euro cheques.

Childcare

is available in our children's club in the first floor. Information about the programme is available at the lift.

Churches & Services

„Stella Maris“ Catholic Church
Klünnderberg 2, telephone 038393/2736
Sundays 10.30am.

Clothing

In the interest of all guests, we kindly ask you not to come to meals in the restaurant in swimwear or sportswear.

Conference rooms

There are four conference rooms in the house equipped with the latest conference technology. We will be happy to assist you in planning, preparing and holding a conference, seminar or larger family celebration.

Credit cards

We accept VISA, Eurocard, American Express and Giro card.

Departure

We kindly ask you to vacate your room on the day of departure by 11.00am on the day of departure. Should anything change with regard to your changes regarding your departure, please contact the reception. To avoid possible waiting times at check-out, please consider paying hotel bill the evening before.

Diet/special diet

You are welcome to discuss your personal wishes with our chef.

Dogs/Pets

Your four-legged friends are also welcome guests here. We assume that they are house-trained and harmless to our other guests and staff. We take the liberty of charging a fee per day/pet. Pets are not allowed in the restaurant, but you are welcome to use the tables in the bar area.

Excursions

Our Guest Relations Managers have put together an attractive social programme for you. For more information, please refer to the notice boards in the foyer, also staff will be happy to advise you.

Fire alarm/fire extinguisher

For your own safety, please find out the shortest route to the emergency staircase and the locations of fire alarms and fire extinguishers (see the escape plan on your room door).

Flowers

For special occasions, the reception will be happy to order fresh flowers for you.

Gift vouchers

Do you want to give a surprise to relatives or friends? How about a gift voucher for one of our year-round special arrangements? We will be happy to advise you and issue them according to your wishes. Reservation

Golf

On request, we will be happy to reserve tee times for you on the 9- and 18-hole golf course at Golfclub Rügen Schloss Ranzow.

Hairdresser „Figaro“

In the RUGARD Thermal Strandhotel you will find our in-house hairdressing salon. The salon is open Tuesday to Saturday from 10.00 - 18.00hrs. Telephone reservations under 6847.

Housekeeper

Are you missing a second pillow, a wedge pillow or do you still need a blanket? Please inform the reception so that the housekeeper can take care of your wishes.

Hygiene articles

If you have forgotten something at home, you can get a small selection of hygiene articles at the reception.

Hotel bar

The ARKONA Bar is open daily from 4.30pm. Let your evening come to an end with live music, international cocktails, refreshing drinks, freshly tapped beers and exquisite wines.

Holy Mass

Tuesdays 08.30am divine service

Internet

You can also use our Wifi free of charge in your room and in the public areas. Password: rugard-arkona
Tip: Buy your tickets, e. g. for the Ozeaneum Stralsund, directly at the reception. This will save you the queue in front of the Ozeaneum.

Kurverwaltung & Haus des Gastes

You will find this facility in Heinrich-Heine-Straße 7, near the main street / pier. Telephone Binz 148-0.

Library

Enjoy the evening with an exciting thriller or a romantic novel. We have a small selection of books for you to borrow free of charge from our library on the ground floor.

Limousine service

If you have any questions about our individual limousine service, please contact the reception.

Linen change

To protect the environment, we do not automatically change your towels and bed linen daily. If you would like an additional towel change, please place your used towels on the floor in the bathroom. For a change of bed linen, please inform the housekeeper.

Lost property

These are kept by our housekeeper. The reception will be happy to help you.

Luggage service

Please ask at the reception desk, our valet will be happy to help you. We will also be happy to store your luggage in the boot.

Mail

We are happy to accept your mail at reception, outgoing mail daily around 11.00am, except Sundays. Incoming guest mail arrives at the hotel from approx. 2.00pm. We bring the mail to the rooms from 3.00pm. The Binz post office is located in Proraer Chaussee, opposite the petrol station.



Minibar

The first filling of the minibar is free of charge. We will be happy to refill it for you upon request.

Messages

Messages and notifications can be sent directly to you by telephone or by written short message in your room.

New Apostolic Church

Dollahnerstraße 1, telephone 038393/2082
Sundays 09.30am divine service
Wednesdays 7.30pm divine service

Non-smokers

The ARKONA Strandhotel is a non-smoking hotel without exceptions.

Packed lunch

As a special service for your journey home, we offer you a variety of tasty packed lunches and coffee or tea to take home in your own thermos flask. The reception desk will be happy to take your order.

Parking

Chargeable hotel parking spaces are available to our guests to a limited extent. Parking is at your own risk. Please mind the parking ban on the access road to the hotel.

Pharmacy/Doctors

Information, also about the on-call service, is available at the reception.

Photocopies

We will be happy to make photocopies for you.

Protestant Church

Bahnhofstraße 1 A, telephone 038393/2269
Sundays 09.30 am service

Radio

Various radio programmes can be received via the TV set.

Rasender Roland (historic railway)

Rügen's last narrow-gauge railway has been steaming and puffing across the island for over 100 years. Departure in the direction of Putbus or Sellin, Baa-be, Göhren is from the small railway station in Binz. Timetables and information are available at reception.

Restaurant „ROSSINI“

Your restaurant is open daily from 07.30am till 9.00pm.

7.30 - 11.00am Breakfast buffet

5.30 - 7.00pm &

7.30 - 9.00pm Evening buffet

Coffee and cake in the afternoon.

We welcome your table reservation for dinner by phone 7923.

RUGARD Thermal Strandhotel

We look forward to your visit to our RUGARD Thermal Strandhotel. Enjoy the Panorama Restaurant with a fantastic view over the Bay of Binz, as well as our amber fountain on the 5th floor. Phone 6830 for reservations. Open daily from 12.00am - 11.00pm, the Störtebeker Bar (1st floor) opens at 4.30pm. For special culinary experiences we recommend our „Genusswerkstatt“ on the 5th floor. Please ask reception desk for opening hours.

Reception

The reception is staffed 24 hours a day for you. We are at your disposal for questions and requests. Telephone 7912.

Safe

The use of your room safe is free of charge for you. Instructions on how to use the safe are located directly on the safe. If you have any questions, please contact the reception.

The hotel accepts no liability for valuables or documents that are not properly deposited in the safe. Of course, you can also use the hotel safe at the reception.

Schlüsselkarte / Keycard

The ARKONA Strandhotel is equipped with a modern locking system. You will receive a keycard on arrival, which will be individually programmed for you.

Please return the cards on your departure, they are the property of the hotel.

Shoe shine machine / Shoe shine service

You will find a shoe shine machine on the ground floor. You are welcome to have your shoes cleaned for a fee of € 12.00 per pair.

Shuttle

For journeys to and from the train station, you are welcome to use our free shuttle service. Please let us know your desired departure time by the evening before departure at the latest.



Sewing kit

There is a small sewing kit in the wardrobe of your hotel room. If this set is not sufficient, please contact our housekeeper or the reception.

Taxi

Our reception staff is happy to help.

Telephone

For an outside line, please dial „0“.

For calls from room to room please dial 7+ room number (for calls to rooms

001-017 please dial 7+701 accordingly).

Important internal telephone numbers:

79 12 - Reception 79 23 - Restaurant ROSSINI

79 60 - ARKONA Bar 66 99 - Beauty Farm

Terraces

Use our wind-protected terraces of the ARKONA and RUGARD Thermal Strandhotels (mainly restaurant service). You will find the terraces with sun loungers in the ARKONA Strandhotel on the 1st and 6th floor.

Umbrellas

We are happy to lend you umbrellas at the reception.

Underground car park

The ARKONA Strandhotel has an underground car park for a fee, which is reserved for our hotel guests only. Parking is at your own risk.

Wake-up service

If you wish, we can wake you up by telephone. Please register your wake-up call at reception (no guarantee).

Wellness

The hotel's own wellness area in the basement is available daily from 7.00 am - 9.00pm with its pool, whirlpool, modern fitness room. From 3.00-8.00pm, the sauna area are available.

Use is reserved for our hotel guests and is free of charge. In the wellness area of our RUGARD Thermal Strandhotel you will find selected wellness and cosmetic products.

Windows

In bad weather or storms, please keep the windows in your room closed. Thank you.

Thank you for choosing being our guests.

We wish you a pleasant stay.

Your team at

