

INFORMATION A-Z

EMERGENCY NOTES

Doctor

Should you need a doctor, please contact our front desk under 171. They will get in touch with the local emergency service. The on-call-duty is always available under 116117.

Emergency

In case of an emergency please contact our front desk under 171 immediately.

Emergency call – available on all hotel phones

Fire Department 0112

Police 0110

Emergency & Rescue Service 0112

Emergency exits

There are emergency exits on every floor which are marked as such.

Escape route

Please follow the directions on the evacuation plan displayed in your room. There is an emergency staircase leading from every floor to the ground floor.

Fire extinguisher & fire alarm

Every floor has a fire extinguisher and fire alarm. They are marked on the emergency evacuation plan in your room. Should you suspect a fire in the hotel, please call our front desk under 171 immediately.

In case of a fire, **DO NOT UNDER ANY CIRCUMSTANCES USE** the elevator. Use the emergency exits on each floor which connect to the emergency staircase and lead to the ground floor.

Pharmacy

The closest pharmacy (Rafael-Apotheke) is located within 10 minutes walking distance from the hotel at Josef-Jägerhuber-Straße 7. For evening or emergency opening hours, please kindly contact the front desk team under 171.

DEAR GUESTS,

To make your stay at the Hotel Vier Jahreszeiten Starnberg even more pleasant and comfortable, we have compiled a list of the most important information from A–Z. For further questions and requests please contact our front desk team under 171.

A

Adapter

For a deposit of EUR 25 you can borrow adapters, plugs or charging cables at the front desk.

Additional bed

An additional bed for children up to the age of 2,99 years is free of charge. For children between the age of 3 and 11,99 years we charge EUR 29 for an additional bed including breakfast per person per night. For children above the age of 12 years we charge EUR 45 for an additional bed including breakfast per person per night. Should you need an additional bed, please contact our front desk team, as additional beds are limited.

Air-Condition

Every room has an AC unit control on the wall which allows you to regulate the desired temperature as well as AC power. Please be advised that it can take around 30 minutes until the desired temperature is reached.

Airport Munich (MUC)

München/Franz Josef Strauß (MUC) is the nearest International Airport). Phone number: +49 89 95 500.

The airport is approx. 66 km away from the hotel. By car you need about one hour; with public transportation around one hour and 15 minutes. A taxi costs approx. EUR 145,- each way. Please book your taxi as soon as possible. For spontaneous bookings please beware waiting times from 10-30 minutes.

For further information, please contact our front desk team.

Allergy-free bed linen

Should you need allergy-free bedding, please contact our front desk team.

ATM

The following bank branches are located in Starnberg: Kreissparkasse, Deutsche Bank, Commerzbank, Deutsche Postbank, VR Bank, Hypovereinsbank and Spardabank. The closest cash machine is located inside the gas station „TotalEnergies“, directly across the street from the hotel. For further information please contact our front desk team.

B

Baby cot

We can gladly set up a baby bed in your room. There is no additional charge for children up to the age of 2,99 years.

If needed, please contact our front desk. Please note our baby cots are limited.

Banquet

The hotel offers convention space for all types of events from 2 to 256 people. Our employees will gladly advise you on your individual conference and event options. Make an appointment by sending an email to meeting@vier-jahreszeiten-starnberg.de or contact our front desk team.

Bar

Heavy leather armchairs, gleaming chandeliers and an outstandingly stocked bar featuring classic favourites and a selection of around 60 rums from all over the world: our English-style Hemingway Bar with an open fireplace is open daily. Atmospheric live piano music every Thursday to Saturday from 8:00 p.m. creates the perfect ambience for modern drinks, classic cocktails and delicious

bar snacks. In the afternoon, enjoy a tasty cup of coffee, homemade cakes and refined chocolates.

Opening hours: daily 2:00 p.m. – 0:00 a.m.

Bath robes & slippers

We offer bath robes and slippers free of charge at the front desk. Please contact our front desk if you wish to order robe and slippers to your room. In the wellness area, you will find big towels.

Bathtub

When using the bathtub as a shower, please use the drain strainer provided. If you would like to take a bath, you will find a box with a bathtub stopper in the storage compartments with the additional towels.

Beds

For your comfortable sleep, our box spring beds are fitted with disc spring mattresses. For an even better sleep comfort we use additional toppers. We place particular emphasis on the regular cleaning of the mattresses, using the POTEMA® mattress cleaning process. All mattresses are cleaned professionally and according to strict guidelines throughout the hotel. In addition to the toppers, there is a special microhygienic protection against mites.

Bicycles

You can rent high-quality bikes for your trip around the region from March until October. Just contact our front desk for further information or reservations. Should you have your own bicycle with you, we have a separate area in the underground parking labelled as “BIKE STATION” with a bicycle stand and a power connection. If you wish to rent an e-bike, please contact our front desk team.

Blankets

Upon request, we will gladly provide you with additional blankets and pillows free of charge. Our bedspreads and pillows are from “Mühldorfer” and with siliconised hollow fiber filling also suitable for allergics. A wide selection and information about our pillows can be found in the [pillow menu](#).

Boat tours

The “Starnberger Seenschiffahrt” offers boat tours during their season from April to October.

For detailed information to departure times, routes and special events please contact our front desk.

Breakfast

From Monday to Friday, 6:30 a.m. to 10:00 a.m. and on Saturday, Sunday and public holidays from 7:00 a.m. to 11:00 a.m. you can enjoy our sumptuous breakfast with live cooking station. Please note that breakfast will end at 10:30 a.m. on days we're hosting Sunday's Best.

C

Car rental

„Avis“ and „Budget“ are located in walking distance to the hotel. Further car rental offices are also available in Starnberg. For any car rental requests contact our front desk team.

Changing bed linen - „GREEN CARD“

As a Certified Green Hotel® we attach great importance to the sustainable use of resources. Decide on your own when you want to change your linen. If you wish to have your linen changed, please place the “GREEN CARD” on the bed. This symbolizes – please change linen when make up the room next time.

Charging station for e-cars and e-bikes

In the underground car park you have the possibility to charge your e-car at the hotel's Certified Green Hotel® e-station for a fee. You are welcome to charge the batteries for your e-bike in the car park as well. Please note that due to fire safety reasons, you are not allowed to charge the batteries in your room.

Check-out

Regular check-out time is 12:00 p.m. Should you wish a late check-out please contact our front desk team. Depending on the room availability, you may pay an extra charge.

Children

For children up to the age of 2,99 years we will gladly set up a baby crib in your room, free of charge. For children between the age of 3 and 11,99 years, we charge EUR 29 per person per night for an extra bed including breakfast. For children older than 12 years, we charge EUR 45 per person per night for an extra bed including breakfast. If you need an additional bed in your room, please call our front desk team. We have a selection of children's games as well as coloring material available for you to borrow. We can also organize a qualified babysitter for you, for further information and prices please call our front desk team under 171.

Church

There is a Catholic, a Protestant and a New Apostolic church in Starnberg. Please ask our front desk team for current mass dates and timings.

City maps

City maps of Starnberg and Munich are available free of charge at the front desk.

Coffee machine

Each room has a coffee machine for you to use, free of charge. The capsules are restocked daily. A detailed description including pictures is posted inside the coffee box.

6 steps to the perfect cup of coffee:

1. If necessary, fill water tank with fresh water.
2. Turn on the machine by pressing the button on the back of the machine. If your machine does not have said button, please press both cup symbols simultaneously. Place an empty coffee cup beneath the spout.
3. Open the lever by lifting up on the front handle.
4. Place capsule inside and close lever. To make your coffee press one of the draw-off buttons.
5. If you wish to stop the coffee preparation early, just re-press the draw-off button.
6. Five seconds after the coffee has been made, you may open the front lever, to discard the used capsule.

Should you still have questions or need help, please contact our front desk team.

Compostable coffee & espresso capsules

Compostable coffee capsules from DINZLER mean enjoying top-quality coffee and espresso with little effort. but at the same time caring about sustainability and ecological principles.

DINZLER's compostable coffee capsules are filled with coffees from purely organic cultivation.

These capsules are made of bio-based raw materials such as corn and sugar cane with a capsule closure made of cellulose. This means that the espresso is always prepared under the optimum pressure, which in combination with the right variety and the right coffee capsule produces a balanced, full-bodied espresso taste.

Concierge

We will gladly help you with reservations, ticket bookings or other requests. Feel free to contact our front desk with your wishes.

Copies

We can gladly make any photocopies you may need. We charge EUR 0.35 for black & white, EUR 0.85 for color copies. Please contact our front desk team.

Credit cards

Apart from cash (Euros) we also accept the following credit cards: American Express, Visa, Master Card, Diners Club and the EC debit card.

D

Destinations

On our **information hub**, you will find a sheet with the most important destinations and events in our region.

Our front desk team will gladly help you find the right destination for your day trip. At the Tourist Information Starnberg you will find hiking and biking maps as well as a lot of nice trails.

„Do not disturb“

If you do not want to be disturbed, please place the black sign „See you later“ outside on your doorknob. In that case, we will not enter your room and also not replenish your minibar.

Doorman & Car service

To make your stay with us even more comfortable, we offer this special service for free. If interested, please contact our front desk team under 171.

E

Electrical appliances

Our hotel's voltage is 220 Volt. You will find plugs in every room. There is an AC connection in the bathroom. For a deposit of EUR 25, you can borrow an adapter at the front desk.

Emergency

In case of emergency please dial 0112 or 0110.

Environment

As a Certified Green Hotel® we place special emphasis on the sustainable use of resources. Please support our cause by saving on energy and water. Please note the “GREEN CARD” in your room as well as the door hanger “THINK GREEN, THINK DIFFERENT” in your bathroom.

F

Fax

We will gladly fax your documents at our front desk for a small fee.

Fitness

To keep in shape, we offer you a small gym on the fifth floor – easily accessible with your room key. Open daily from 6:00 a.m. until 10:00 p.m.

Flowers

We will gladly pass on your flower order to our local florist from Monday until Saturday starting from a value of EUR 30,-. Please contact our front desk in advance.

Front desk

Our front desk is staffed 24 hours a day 7 days a week. Please contact the team under 171.

G

Garage

The hotel has a garage with an entry height of 1.90 meters. We charge EUR 3 per hour; the maximum daily charge is EUR 18. Parking tickets can be validated at the front desk, please note that the hotel does not take any responsibilities for possible damages.

Golf

Within an hours' drive of our hotel, you will find 12 golf courses. The Hotel Vier Jahreszeiten Starnberg has a cooperation with some of the golf courses which gives you the possibility to get a reduced green fee. For further information or driving directions, please contact our front desk.

H

Hairdresser

If you wish to set up an appointment at one of the local hairdressers, do not hesitate to call the front desk team under 171.

Hairdryer

All bathrooms and the wellness area are equipped with a hair dryer. Additional hair dryers are available at the front desk.

Handicapped rooms

Unser Haus verfügt über zwei behinderten- und rollstuhlgerecht ausgestattete Hotelzimmer. Im Erdgeschoss sind alle öffentlichen Bereiche barrierefrei zugänglich.

I

Internet

Throughout the entire hotel the guest has free wireless internet. Please select the wireless network HVJS, open the internet browser and confirm the terms of use. For a deposit of EUR 25 our front desk team will gladly lend you a LAN-cable for your room. Furthermore, we offer the free use of a laptop with internet access – please contact the front desk.

Ironing service

Laundry which needs ironing can be dropped off at the front desk from Monday to Friday before 8:00 a.m. In that case, you will have it back the same day by 6:00 p.m. We will gladly bring an iron and ironing board to your room.

IT support

If you have problems with your laptop, internet access or other issues, our IT specialist will gladly help you. The costs will depend on the amount of working time needed. Additionally, we offer a laptop for rent, in case you need it to hold a presentation or want to work in your room.

J

Jogging

For ideas about jogging routes along the Starnberg Lake or through the “Leutstettener Moos”, please contact our front desk team.

L

Laundry service

If you drop your laundry at the front desk before 8:00 a.m. from Monday to Friday, we guarantee you have it back that same evening. Unfortunately, we don't offer the laundry service on Saturday, Sunday or holidays. The laundry bags and lists are available at the Front Desk.

Library

You will find a small selection of books from tourist attractions over the Bavarian history up to interesting novels on the bookshelf next to the Hemingway Bar. In case of further questions on planning your excursions to Munich or Starnberg and surrounding, please consult our front desk team.

Lights

To activate the power supply, air conditioning and heating in your room, please insert the red card into the device provided next to the room door. As a Certified Green Hotel®, we place special emphasis to the sustainable use of resources. When you leave the room, please pull out the key card next to your room door.

Lost & Found

Should you have lost or found something, please contact the front desk team under 171. We will try our best to help you.

Luggage storage & Luggage service

Our front desk team will gladly help you to store your luggage safely and complimentary, before you check-in or after you check-out. We are also more than glad to organize a porter to help you with your luggage.

M

Mail

You are more than welcome to leave your mail at our front desk. There you will also get stamps and packaging labels.

Make-up mirror

Every bathroom is equipped with a special make-up mirror.

Minibar

The minibar is free of charge and is restocked once a day. If you would like to order other drinks, please choose from our Room Service Card.

Movie theatre

For information and movie times of the Starnberg movie theatre, contact the front desk – we will gladly organize the ticket reservation for you.

Munich

Our front desk team will provide everything you need: city maps, excursion options, sights as well as inside tips and information about the nearby Bavarian capital. It takes only 25 minutes by subway (S-Bahn, line 6) to reach downtown Munich. Should you need an S-Bahn ticket, our front desk staff will be happy to assist you.

N

Newspapers & Magazines

Daily newspapers and current magazines are available in the lobby and your hotel floor, free of charge. If you wish a daily newspaper in your room, please contact the front desk team.

Please also use our offer from [sharemagazines](#) and read your favourite paper on your own device (only German).

Night porter

Our front desk is staffed 24 hours a day, 7 days a week. Please contact the front desk under 171 anytime.

P

Personal Trainer

We are happy to book a training session with a personal trainer. Please contact our front desk team.

Pets

Please note that pets are not permitted and you will be charged EUR 150 for additional cleaning costs.

Phone

For calls outside the hotel please dial a “0” before the phone number. Calling the German landline telephone network and the mobile network is free of charge. To call from room to room, just dial the room number directly. If you wish to be called in your room from outside the hotel the person should dial +49 8151 4470 + your room number at the end. For further questions or requests please contact our front desk team by dialling 171.

Pillow selection

For your personal comfort, our pillows are of the highest quality. On each bed, we place two pillows.

We know that some of our guests prefer an alternative. Therefore we offer a selection of different high-quality pillows (depending on availability), which you can find in our [pillow menu](#).

Printing documents

If you would like to print some documents, please send them via email to frontoffice@vier-jahreszeiten-starnberg.de. The prints will be ready for you to collect at the front desk.

R

Restaurants

Gourmetrestaurant Aubergine

Surprising and straightforward contemporary cuisine, presented with superb and friendly service. At the Gourmetrestaurant Aubergine, which has been awarded one MICHELIN star, you can look forward to incredible culinary experiences in a relaxing atmosphere. Every four to six weeks, Maximilian Moser and his team present outstanding new menus, with careful attention paid to the ingredients and the interplay of flavours, textures and colours. For your reservation please contact our front desk team by dialing 171.

Opening hours: Wed-Sat 6:30 p.m.–10:00 p.m.

For more information about the current closing times please contact the front desk or visit aubergine-starnberg.de.

Restaurant Oliv's

Classic, traditional dishes in a stylish ambience. In the Restaurant Oliv's, high-quality regional ingredients, imaginative creations and outstanding service provide the basis for superb culinary experiences, 365 days a year. With regional specialities, seasonal highlights and highly varied buffets, your taste buds are in for a treat during your visit. For your reservation please contact our front desk team by dialing 171.

Breakfast:	Mon–Fri	6:30 a.m.–10:00 a.m.
	Sat–Sun	7:00 a.m.–11:00 a.m.
Business lunch:	Mon–Fri	12:00 p.m.–2:00 p.m.
À la carte/buffet:	Mon–Sat	12:00 p.m.–2:00 p.m.
	Mon–Sun	6:00 p.m.–09:30 p.m.
Sunday's Best	set dates	12:00 p.m.–3:00 p.m.

Room Service

You're welcome to order room service anytime between 12:00 a.m. and 11:00 p.m., we will gladly serve the dishes to your room. Consult the [room service menu](#) for available dishes. Furthermore, we offer a 24 hour beverage service to the room. For further information please call the front desk. If you wish to order breakfast to your room, please fill out the order form or call the front desk under 171.

Rum selection

Our Hemingway Bar in English ambience offers a rum selection of about 60 different rums from all over the world. Try our rum flight special – the first steps towards rum for interested newcomers and an opportunity for the rum lover to discover new specialties. Our bar team provides a selection of five different distillates according to manufacturers, regions, maturity levels and flavors and will provide you with background knowledge and a hand for stories.

S

Safe

Our front desk offers free use of the safe, should you need it. Alternatively, each room is equipped with its own safe. The hotel however cannot take responsibility for the valuables in your room.

Sailing and diving school

For further information please contact our front desk team.

Sauna

Enjoy our bio-sauna and Finnish sauna on the fifth floor from Monday to Friday 4:00 p.m. to 10:00 p.m. and on weekends and public holidays from 11:00 a.m. to 10:00 p.m. – easily accessible with your room key.

Seamstress

We can handle small sewing jobs in-house. The costs depend on the amount of work and time involved.

Shoe cleaning & shoe shine service

Next to the elevators in the basement, we have a shoe cleaning machine. Additionally, we can offer an individualized shoe shine service – just contact the front desk.

Shopping

You can easily walk to the center of Starnberg from our hotel where plenty of shopping opportunities are waiting for you. Our front desk team will be happy to lead you in the right direction and help you. The nearest supermarket is a mere 200 meters away from the hotel.

Shuttle- & limousine-service

Upon request we will organize a shuttle or limousine service to your preferred destination. If interested, please speak to our front desk team for price quotes and reservations.

Smoking

The Hotel Vier Jahreszeiten Starnberg is proud to offer their guests a smoke-free stay. Please use the area in front of the hotel for smoking. Should you smoke in the room or leave the room in a very dirty state, we will charge you an extra EUR 300 for the cleaning services and loss of room rent.

Swimming pool

The Seebad Starnberg has an indoor pool and a sauna area, a mere 5 minutes' walk from the hotel. For prices and opening hours please contact our front desk.

T

Taxi/cab

For a cab, call our front desk team anytime.

Tennis

For information about tennis courts in the area please ask at the front desk.

Tickets

A selection of public transport tickets are available at the front desk.

Toiletries

Should you have forgotten your toothbrush or shaving cream, we will be happy to offer you a replacement at the front desk.

Tourist information

Should you need additional information on other sights, excursions and museums, the Starnberg tourist office will help. Maps of the area and other helpful information are available. Please ask the front desk for directions to the Starnberg tourist office.

Towel change

As a Certified Green Hotel® we value the sustainable use of our resources. Please support us in this cause.

“Towel on the floor” tells our housekeeping staff: Please change! “Towel on the hook” means: don’t change!

Train station

The nearest train station is “Starnberg Nord”, which is easily reachable by foot approx. five minutes from the hotel. To get there, leave the hotel over the parking lot of the opposite company. Follow this street towards the Gautinger Straße and turn right. At the next traffic light turn left into Leutstettener Straße. From there you directly walk towards the station.

U

Umbrella

For a deposit of EUR 25, you can borrow an umbrella from the front desk.

W

Wake-up call

We will gladly wake you up at your preferred hour. Just let our front desk staff know your wake-up time in person or via extension 171. The call will be made to your room telephone.

Water

The tap water is softened and drinkable.

Wellness- & Fitnessbereich

Der Wellness- und Fitnessbereich im 5. Stock bietet Ihnen eine finnische Sauna, eine Bio-Sauna und drei Cardiogeräte sowie Kurzhanteln, Kettlebells und TRX-Bänder. Kommen Sie hier zur Ruhe und entspannen Sie auf der Panoramaterrasse

mit bequemen Liegestühlen und herrlichem Blick über Starnberg. Der Wellness- und Fitnessbereich ist bequem mit Ihrer Zimmerkarte zugänglich.

Opening hours gym:

daily 6:00 a.m.–10:00 p.m.

Sauna:

Mon-Fri: 4:00 p.m.–10:00 p.m.

Sat, Sun, public holidays 11:00 a.m.–10:00 p.m.

Wireless Internet

Wireless internet is complimentary throughout the entire hotel. Please select the wireless network HVJS, open the internet browser and confirm the terms of use. Furthermore, we offer free use of a laptop with internet access on the ground floor next to the front desk.

SPECIFIC MEASURES FOR A MORE RESPONSIBLE USE OF RESOURCES IN INDIVIDUAL AREAS OF OUR HOTEL OPERATIONS

The commercial success of the Hotel Vier Jahreszeiten Starnberg is geared not only towards profitability but also towards the long-term sustainability of the business. In doing so, environmental, social and economic aspects are taken into account in operational decisions. We regularly review and optimise our processes and ensure the efficient use of our resources throughout our business operations.

This encompasses both the use of material resources and the optimal deployment of staff. The use of resources should always be sensible and in line with cost considerations, and must not cause lasting damage to people or the environment in the pursuit of potential savings.

The careful use of energy, water and waste management are examples of measures that every employee encounters on a daily basis, whether directly or through interactions with customers, colleagues, guests or suppliers. In this way, every employee can contribute to the company's objectives within their means and communicate these measures transparently.

At least once a year, a measurable target is set for each department; at the end of the financial year, the actual improvement achieved by each department is presented and subsequently documented in writing. Our staff are informed about the purpose and objectives of the Certified Green Hotel® certification.

Further information about commitment and measures of Hotel Vier Jahreszeiten Starnberg you can find [here](#).