

A warm welcome!

Your service guide – everything that matters during your stay

Your Härer family and the team of the guesthouse "Unsere Stadtvilla" bid you a warm welcome! You are staying in a lovingly restored, historic villa built in 1889. If you have any questions, please do not hesitate to ask – we are happy to help.

Key times

Check-in	From 2:00 pm – self-check-in with your personal access code, available around the clock. Your door code is the 4-digit confirmation number from your booking email.
Check-out	Weekdays until 10:30 am, weekends and public holidays until 11:00 am. Late check-out by arrangement.
Minimum stay	Rooms and suite: 2 nights · apartments: 3 nights. Same-day bookings are possible until 2:00 pm.
Reception	Partly staffed – otherwise by phone: +49 7471 / 9 33 11 60.

Food & drink

Breakfast	Small complimentary self-service breakfast in the guest room: coffee, tea, cereals, milk and fresh fruit. Bakery Gulde: a 1-minute walk.
Mineral water	The bottle of mineral water in your room is free of charge.
Lobby bar	Please help yourself – kindly settle your consumption in cash via the basket in your room. Thank you for your honesty.
Kitchen (apartments)	Please store dishes clean and tidy. Optional final kitchen cleaning: €40.

Your room

Wi-Fi	Network "Stadtvilla Gäste" · password: Villa1889
Housekeeping	Every two days or by arrangement – on request only after departure. Towels on the floor will be exchanged – towels left hanging mean "I will use it again".
Bedding & blankets	Additional blanket or pillow free of charge. On request: towel & bed linen set for €11 per person.
Safe	In the wardrobe, instructions included. Protection against casual theft only.
TV & radio	Satellite TV with 19 channels; radio via the TV remote control.
Heating	Adjustable from your room (night setback). Please close the windows when absent.
Hairdryer	Available in every bathroom.
Shoe trays	Please use the shoe mats – the high-quality floors are sensitive to moisture.

Our services

Laundry service	Washing €9/load · drying €9/load. Laundry bags in the wardrobe.
Ironing	Board & iron available free of charge. Ironing service: 50 cents/minute by arrangement.
Luggage	After check-out you are welcome to store your luggage with us (publicly accessible room).
Umbrellas	Available in the foyer – please return after use.
Games	Games case in the upstairs hallway and in the suites.
Taxi & appointments	Taxi Höpfel: +49 7471 6900. We are happy to arrange appointments for you.
Toiletries	Forgot your toothbrush or razor? We keep a small selection for purchase.
Wake-up service	From 6:00 am by phone – please register at reception.

Arrival, parking & house

Parking	Free along the house and in the car park behind. Please keep the cinema car park opposite clear.
EV charging	AC charging station right at the house – please keep the space primarily clear for electric vehicles.
Bicycle shed & terrace	In the rear area, our bicycle shed and the terrace are freely available for your use.
Keys	Your room key also opens both front doors. In case of loss the guest is liable for the locking system (€820).
Front doors	Lock automatically from 8:00 pm – please do not double-lock. The rear entrance door opens electrically and must not be locked from the inside.
Smoking	Smoking is not permitted in the rooms! Please use the smoking area on our terrace (ashtray provided). Smoking in the room: €125 special cleaning.
Safety	Wirelessly linked smoke detectors throughout. No open fire, no candles, no gas cookers.
Waste separation	General, organic, paper, glass, plastics – bins behind the garden house. Thank you!
Pets	Unfortunately, pets are not permitted in our house.

Payment & essentials

Payment methods	EC, Maestro, Visa, Mastercard, American Express and cash. Business customers: bank transfer with cost coverage; otherwise bank transfer by arrangement. Please settle your bill before departure.
Contact & emergency	Reception +49 7471 / 9 33 11 60 · urgent: Mr Härer, mobile +49 177 / 330 63 23.
Pharmacy & doctor	Nearest pharmacy: 2-minute walk. Directory of doctors at reception; emergency services are listed in the "Stadtspiegel", available in the hallway.
Mail	You may have mail and parcels sent to the house (without guarantee). Nearest postal counter: at Kaufland.

We wish you a pleasant stay, lots of fun, rest and relaxation in the Zollern town of Hechingen.

— Your Härer family