

Guest Information A-Z

Alarm clock

You find an alarm clock in your room.

Arrival and departure

Your room is available from 3 pm on your day of arrival. We kindly ask you to leave your room at 11 am at your day of departure. Your luggage can be stored at the reception.

Allergy

If you have any allergies or incompatibilities, please let us know.

Baby cot

We allocate baby cots out of charge based on availability.

Bank

All common banks are located in the city centre of Lörrach. You can reach them by foot.

Bar/ Pub

A day off? We'd rather have a drink with you! We're open Monday through Sunday. And a bonus: guests of the hostel or hotel get 10% discount on all drinks!

Bathrobe

You get a bathrobe on request at the reception.

Breakfast

Please let us know, if you would like a freshly served breakfast in the morning. The breakfast room is located on the second floor. The price is 9,50 euros per person.

Weekdays from 6.30am – 10am, Saturday from 7.30am – 11am, Sunday 9.00am-1.0pm

Case of fire

In case of fire:

- Doors and windows must be closed
- Escape route plans are posted on the doors and in the hall
- Leave the building immediately
- fire extinguishers are placed in the hall

Charging cable and adapter

Please ask at the reception for charging cables and adapter.

Check-In

3 pm

Check-Out

11 am

Copying and scanning

If you would like to copy, print or scan anything, please ask at the reception.

We'll charge 0,20 € per copy.

Doctor

If you need a doctor, please let us know. We will contact a doctor for you.

Drinks

In our Pub you can find whatever you're looking for. Furthermore, you get 10% discount on all drinks.

Escape route

An escape route plan is placed in every room. Please look at the plan and do not use the lift in case of fire.

Events

There are events regularly in our pub which you can see at our Facebook page or at the notice board at the reception. Please be aware that it can be noisy at the weekend.

Express-Check-Out

If you are in a hurry at your time of departure, it is possible to settle the invoice the day before. You can drop your key at the mailbox at the reception or in the garage next to the lift.

Extra blanket and pillow

Please let us know if you need an extra pillow or blanket. We would be pleased to take one to your room.

Games

A selection of games is available at the reception. Please take the games back after using them.

Hair salon Miss Purple

Lea is offering style counselling, hair care or refreshes your hairstyle for your next business meeting. Phone: 0049 762 191 434 81

Internet

Wi-Fi is free of charge in the whole building. The password for the Wi-Fi "Heimathafen Hotel" is "79540Hafen.de"

Ironing board and iron

You can find an ironing board and iron in the Laundry Room on the 1st floor. Ask at the reception.

KONUS-Card

The KONUS-Card is inclusive for all guests. It is the ticket for busses and trains in the whole black forest region. You'll find a map of the transport association in this folder.

Laundry change

Protecting the environment is important to us. If you place the towels on the floor, we will change them for you. If you leave the towels on the towel rail, we assume that you will use them again.

Leisure

In the reception area, you find flyers and notices with ideas and information. The team of the Heimathafen will be happy to answer your questions.

Library

Visit the mezzanine for a selection of different books and magazines.

Lift

The lift is located next to the stairs. Please do not use the lift in case of fire.

Lost items

If you lost any items, please contact the reception.

Magazines

You find a selection of magazines at the reception and in the library.

Non-smoking rooms

All rooms are non-smoking rooms. A breach of the rules will be charged with 250,00 euros.

Parking

The entrance to our underground garage is located in "Schützenstraße", next to the Penny parking area

Payment

We accept all current credit cards (Visa / Master-/ Eurocard/ American Express/ Diners/ V-Pay and Cash).

Petrol station

A petrol station is located 2,2 km down the street (Adress: Brombacher Straße 74)

Pharmacy

The nearest pharmacy is at the Engelsplatz. Therefore, you turn right in front of the Heimathafen and follow the Brühlstraße. Turn right at the second corner and you will walk straight on to it.

Phone

A mobile phone is available on request at the reception against pawn. You have to pay the phone fees.

Post

The mail usually arrives at noon. If you expect any mail, please ask at the reception during the afternoon.

Quality

Our hotel is classified with three stars. We want to improve our hotel constantly. Therefore we need your feedback. In this folder, you'll find a satisfaction survey. We would be thankful for your valuation. Please leave the survey at the reception.

Railway station

The nearest railway station Museum/ Burghof is opposite the Heimathafen about 160m away.

Reception

The reception is open from 6am till 10pm. If you don't find anyone at the reception, please contact the colleagues in the pub. If the pub is closed, you will find at the reception an emergency number.

Restaurants

Ask at the reception for Restaurant recommendations.
We also have some snacks like Nachos and Sandwiches at the Pub.

Room card

Please look out for your room card that will gain you entry to the Heimathafen during the night. If you lose the card, we need to charge 10,00 €.

Safe

It is possible to put valuables in a safe at the reception.

Satisfaction survey

This folder includes a satisfaction survey concerning your stay at the Heimathafen. We would be thankful for your valuation. Please leave the survey at the reception.

Sauna/ swimming pool

The indoor swimming pool with a sauna is located in the Schillerstraße 27 in 79540 Lörrach just a short walk from the Heimathafen.

Sewing

You get a sewing kit on request at the reception.

Shoe polishing machine

You will find a shoe polishing machine on the first floor at the reception.

Slippers

You get slippers on request at the reception.

Storage media

Certainly we got USB-Keychaines (16GB) at the reception. You can buy them or lend it on pawn.

Taxi

If you need a cap, please let us know. We are pleased to order one for you.

Toiletries

There is a selection of toiletries available at the reception. Feel free to ask for a tooth brush or toothpaste.

Trips/ Places of interest

You get information and bookings on request at the reception.

Umbrella

We do not leave you in the rain. If you need an umbrella, please ask at the reception.

Valuables

If your valuables, that you left in your room, get lost, we assume no liability. You can deposit your valuables in a safe at the reception.

Wash and iron

You can use the laundry room on the 1st floor. It's 5,50€ including Washing powder, dryer and ironing board.



A channel list will appear by clicking the „TV“-Button



Miss Purple



Hairdresser and make up

A special hairdresser at the Heimathafen Lörrach

If an individual consultation and professional implementation of your wishes is more important to you than fast mass handling, this hairdresser is the place to be. Starting at washing, cutting, blow-dry over creative hair colours till the appropriate wedding styling (including make-up), Miss Purple is your perfect contact.

Dates by appointment. Phone: 0049 762 191 434 81

Facebook: Miss Purple



KONUS-Card

The KONUS-Card is included for all guests. It is the ticket for busses and trains in the whole black forest region.

**KONUS gilt außerdem
in beide Richtungen auf der...**

Linie S1: auf der Albtalbahn
zwischen Bad Herrenalb
und Ettlingen

Linie S6: auf der Enztalbahn
zwischen Bad Wildbad und
Pforzheim Hbf

Nagoldtalbahn:
Bad Liebenzell-Pforzheim



Feedback questionnaire

How did you hear about us?

- Internet
- Friends
- Other: _____

Reason for the stay

- business
- traveling
- visitation

Duration of the stay

Arrival: _____

Departure: _____

Nights: _____

Satisfaction with the room

			
Furniture			
Price-performance ratio			

Satisfaction with the reception

			
Check-In / Check-Out			
Availability			
Staff			

Satisfaction with the breakfast

			
Quality of food			
Range of food			
Breakfast overall			

Satisfaction with the Pub

			
Atmosphere			
Range of drinks			
Music			
Staff			

Is there anything you would like to tell us?

Would you recommend us?

- Yes
- No

Overall satisfaction

		

