

THE KURPARK-HOTEL FROM A TO Z

Bar

Our hotel bar is open daily from 1.00 p.m. - 1.00 a.m.

Bathrobe

We have a bathrobe, slippers and towels with a sauna bag ready for every guest in their room.

Beer garden

Opening hours:

Friday 6:00-10:00 p.m. - Saturday 4:00-10:00 p.m. - Sunday 2:00-8:00 p.m.

Our beer garden is also subject to weather conditions. We ask for your understanding that the „Casino Garten“ remains closed when temperatures are low or it rains. Of course, our restaurant „Leiningers“ is still at your disposal.

Breakfast

You can enjoy our varied breakfast buffet in the “Leiningers” restaurant from 6:30 a.m. to 10:00 a.m. on weekdays and from 7:00 a.m. to 10:30 a.m. on weekends and public holidays.

Cab

Reception will be happy to help you book a cab.

Cannabis

The consumption of cannabis is not permitted in our house.

Casino

Opening hours of the Jackpot Corner: (slot machines in Haus Pfalzgraf): daily von 11:00 a.m.-2:00 a.m., Fr. & Sa. and before public holidays until 3:00 a.m. The gaming rooms in the Kurhaus are open daily from 1:00 p.m.-2:00 a.m., Slot machines daily from 1:00 p.m.-2:00 a.m., American Roulette daily from 3:00 p.m.-1:00 a.m., Fri. & Sat. and before public holidays until 2:00 a.m., Blackjack daily from 6:00 p.m.-1:00 a.m. Admission from the age of 18 upon presentation of a valid ID document.

Complaints

If you have a complaint, please let us know immediately. Only through open communication and constructive criticism can we work on ourselves and constantly optimize our service.

Concierge – Guest Services

Would you like recommendations for a day trip, or do you need a reservation for a restaurant, bar, or event, or perhaps a taxi? We can arrange the perfect solution for you right here at the reception.

Cosmetics

You can purchase a selection of toiletries at reception.

Credit cards / payment methods

We accept EC cards, credit cards (American Express, MasterCard, VISA, Maestro), mobile payment and cash payment.

Departure

We ask you to vacate your room by 11:00 a.m. at the latest. If you need the room for longer, please contact the reception team, who will inform you about the possibilities (depending on the current booking situation) and prices for a late check-out.

Hiking & cycling routes

You can get information about the area around Bad Dürkheim at the reception. A folder with maps and tips is available there. You can also find various routes to choose from on our website at:

<https://www.kurpark-hotel.de/arrangements/pfalz-aktiv-erleben/wanderlust-zu-fuss-durch-die-pfalz> or <https://www.kurpark-hotel.de/arrangements/pfalz-aktiv-erleben/fuer-fahrrad-fans>.

Information

If you have any requests and/or questions, you can reach our reception team by pressing „9“ on the room telephone.

Ironing, sewing and laundry service

In addition to using the hotel's own washing machine, we offer a pickup and delivery service for external dry cleaning; turnaround time: one to two working days.

Minibar

The minibar is checked and refilled daily; you will find various free drinks there. This is a service provided by our hotel. A selection of small snacks is available at reception.

News for our guests

We are happy to record news for our guests at reception and pass it on to you

Newspapers

You can purchase current newspapers and magazines at reception. If you would like a specific newspaper every day, please inform our reception team and they will get it for you.

Nightlights

can be borrowed from reception on request.

Non-smoking room

All our rooms are non-smoking. You are welcome to use our smoking lounge next to the restaurant or (where available) the balconies. Should you smoke in your room, we reserve the right to charge an additional cleaning fee of €250.

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Parking lots

Our parking garage offers 240 parking spaces (EUR 9.50 per day/car) on six floors, including four electric parking spaces (EUR 39.50 per day/car) with two so-called „fast charging stations“. Please have your parking ticket activated at reception only. Please do not pay at the pay machine, as you have special parking conditions as a hotel guest.

Pillows

We are happy to offer you a selection of different pillows on request.

Pool/sauna/fitness area

• Opening hours:

Saunas and infrared cabin (Please let the reception know your preferred times):

Sunday to Thursday 04:00 p.m.-10:00 p.m.

Friday and Saturday 12:00 p.m.-10:00 p.m.

Pool, fitness- and relaxation rooms: daily 07:00 a.m.-10:00 p.m.

Reception

Reception is manned 24 hours a day. If you do not see the night porter after 10 p.m., he is on his rounds and will be back for you shortly. You can reach the reception team by pressing „9“ on the room telephone.

Restaurant

The „Leiningers“ restaurant is open daily as follows:

Breakfast:	Monday-Friday	06:30 – 10:00 a.m.
	Weekend + public holiday	07:00 – 10:30 a.m.
Lunch:	daily	12:00 – 02:00 p.m. (half board & small menu)
Cake & ice:	daily	02:30 – 05:00 p.m.
Dinner:	Monday to Saturday	06:00 – 09:30 p.m. (small menu)
	Monday to Thursday	06:30 – 09:00 p.m. (Half board)
	Friday & Saturday	06.30 – 09.00 p.m. (large menu & half board)
	Sunday	half board is only possible outside the house.

Room Service

You can use our room service from 10:00 a.m. to 10:00 p.m. (see insert).

Safe

For security reasons, we ask you to keep all valuables exclusively in the safe, otherwise we cannot accept any liability. For insurance reasons and in your own interest, we ask you to leave valuable items (e.g. high-value jewelry, large sums of money) in our safe at reception.

Safety

Open fires such as candles, sparklers, fireworks etc. are not permitted in the hotel room or in the entire hotel area.

Spa & Wellness

Treat yourself to some personal time out and discover moments of well-being filled with relaxation and harmony. Our wellness offerings invite you to recharge your batteries in an extraordinary atmosphere.

To ensure we can best cater to your needs, we kindly ask you to make an appointment with our wellness team in advance. For bookings and inquiries, please contact us by email at my-wellness-oase@web.de or by phone at +49 172 6377442.

Stamps

can be purchased at reception. We will be happy to post your letters and/or postcards for you.

Table reservation

We are happy to take your reservation for a table in the restaurant under the number „120“.

TV Channels

Your room offers satellite TV with a wide range of channels, including international ones, as well as various radio stations (see the TV/radio list).

Telephone

You are welcome to call other rooms internally. Simply dial the desired room number. If you wish to make an external call, first dial a zero and wait briefly until you hear the dial tone.

Wake-up service

Please let reception know your preferred wake-up time.

Wi-Fi

Our guest Wi-Fi is available to you free of charge. Please connect your device to the “KPH-Gaeste” network and accept the terms of use.

YOUR TEAM FROM THE KURPARK-HOTEL

