Guest Information

Welcome in Hotel

Goldener Adler

We are glad to welcome you to our house and strive to make your stay as pleasant as possible. The following information about Innsbruck and our house should give you an optimal overview. If you have any additional questions or requests, please contact our team at the reception.

We wish you a nice stay! Nice to have you here!

Sincerely Yours
Goldener Adler Team & Family Hackl

ALREADY MEMBER?

Collect points and benefit worldwide!
Exchange your points for attractive rewards and free nights.
You prefer to earn partner points and miles?
We have the right partner!
Best availability, prices and point benefits for your business trips.
Rewards members save up to 10 % on their stays.

Register now at the Front Desk!
Collect points, ready to go!

WLAN Login

Kostenloses Internet

- WLAN „GoAd“ auswählen
- Anmeldeseite öffnet sich
- mit e-mail Adresse registrieren
- Verifizierungsmail bestätigen
- Los Surfen

:

WIFI Login

Free Internet 4U

- Select WiFi „GoAd“
- Login-page opens
- Register with e-mail address
- Confirm registration e-mail
- Log in and enjoy the web

Hotel Restaurant Goldener Adler
Herzog-Friedrich-Straße 6
A-6020 Innsbruck
Österreich – Austria

www.goldeneradler.com
office@goldeneradler.com
T 0043 512 57 11 11 0
F 0043 512 58 44 09

We are there for you, all year round!

Our Hotel Front Desk is open 24 hours a day and our restaurant Goldener Adler is open all year round. We are only closed one evening a year, so we invite our employees to the annual employee party.

Our chef Madlen Hackl, her long-standing team and our professional Service Staff welcome you. We live regionality and source as many products as possible from local farmers and traders.

Have a look at our current menu and weekly menu. There is something for every taste! Furthermore, we recommend our wine selection.

On our very well stocked wine list we carry numerous wine specialties - especially from Austria. Benefit from many wines, served by the glass, from the matching glass. We offer 5 different glasses. Every wine needs its glass– no Riedel, no fun!

MENU

SCAN ME

WINE LIST

SCAN ME

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In Search of the Real Innsbruck Experience?

We have created very personal experiences for you!

Experience Innsbruck and don't miss anything. Here we have put together a few ideas for you.

From culture, nature, sports, shopping to culinary delights. Come to us and ask at our Front Desk. We are always happy to help you!

Only for our hotel guests we have the popular Innsbruck Card for 24, 48 or 72 hours directly at our reception.
Discover Innsbruck - all inclusive. Take a look! With a single card, you can experience everything: from sniffing the fresh air at over 2,000 meters to the most beautiful sights in the valley.

EXPERIENCES

SCAN ME

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The following information has been arranged in alphabetical order for your convenience.

ADAPTER: If you have forgotten your adapter, you can borrow one at reception desk.

AIR CONDITION: To turn on and off the air condition please push the blue button on the control panel. To change the temperature please contact Front Desk.

BAR: Our hotel bar is on the ground floor and is open from 10:30 am to 10:30 pm.

BATHROBE: Please let us know (Tel. 988) if you wish to have a bathrobe on your room, we will bring one.

BEST WESTERN: We are member of the world's largest hotel cooperation of privately owned and operated hotels. Since we are independent, we are proud to differ from the usual hotel chains. Each of our 4.000 member hotels worldwide has its individual style and character. Only one thing we have in common is: With our brand name we promise you good quality and excellent standards. Additionally, as private hoteliers, we have the commitment to personal hospitality.

BREAKFAST: Enjoy our rich buffet breakfast between 7 am and 10 am in our restaurant „Batzenhäusl", opposite of our reception desk. On request we serve a Continental breakfast to your room from 7 am to 10 am. Please call 988.

CITY MAPS: Our Front Desk Team is happy to help with a city map and with all the information you need about sightseeing, shopping, events, tickets,...

COFFEE / TEA: You find Tea and Coffee making facilities in your room - free of charge. Also decaffeinated coffee is available.

CONCIERGE / LEISURE: For theatre tickets, table reservations, city tours, Tyrolean evening, trips, Innsbruck All Inclusive Cards and more - please ask our receptionists. They will always help you and give you good suggestions for Innsbruck.

COSMETIC PRODUCTS AND MORE: Sewing kits, additional pillows or blankets, hygienic and cosmetic products, towels, facecloths, laundry bags, umbrellas, shoehorns, pens, notepads, mobile charger to borrow and other useful items you can receive 24 hours at the reception desk free of charge.

COPY and FAX and SCAN: Available 24 hours a day at the reception desk for an additional rate of EUR 0,10 per page.

CREDIT CARDS: We gladly accept VISA, AMEX, DINERS, MASTERCARD as well as JCB for payment.

DOCTOR – medical emergency: In case you need medical assistance please contact the reception desk at 988.

DEPARTURE TIME: The check-out time on departure day is latest 11 am. For late check-out, please call the reception. With pleasure we will store your luggage at the reception until your definite departure.

EXPRESS CHECK OUT: Dear guests, to speed up your check-out in the mornings, we offer you to settle your bill the day before departure. Please contact our front office team, dial 988.

FIRE EMERGENCY: Please read the fire precautions notice, located on your anteroom, and familiarize yourself with the location of the fire exits. In case of any emergency please call the reception desk immediately at 988. Please keep the windows and doors closed and leave the hotel immediately. Fire extinguishers are to be found on the hallways.

HIGH SPEED INTERNET: Free Wi-Fi is available throughout the hotel and restaurant area. Our network name is "GoAd."
To connect, activate the Wi-Fi function and select the network. Register with your email address and accept the terms of use. Confirm the verification email that was sent to you within 5 minutes.
If you need help, please contact the reception desk at ext. 988. Welcome to the World Wide Web!

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IRON / IRONING BOARD: Please ask the reception desk for an iron/ironing board. It will be brought to your room.

LAUNDRY SERVICE: Our price list you can find at the reception. Please put the laundry into the laundry bag which you can pick up at reception. Then, please, contact the reception (988). Within 24 hours you will receive your fresh laundry.

LUGGAGE ASSISTANCE: Please ask at the reception desk for assistance. We are happy to help.

LUGGAGE STORAGE: In case you already have checked out and you want to store your luggage until your departure time please ask at the reception desk. We have a designated, lockable space where you can leave your luggage the whole day.

MORNING CALL: Just ask at the reception desk for a wake-up call. Call 988

MINERAL WATER: Water or other beverages can be purchased at our reception 24 hours.

ONWARD RESERVATION: In case you are not returning home right after leaving our hotel, we will be happy to make a reservation in any other Best Western Hotel for you. You will find information about Best Western Hotels in our region and in Europe in the hotel guides in your room. Please feel free to take these with you. For a reservation, please contact the reception desk at 988.

PARKING GARAGE: Our guests can park their car in a public underground called "Altstadt-Parkgarage" (address for your GPS: Innrain 4) which is nearby. At the reception you will get a 24-hours-ticket at the special price of € 18,00. We will help you with directions.

PILLOW CHOICE: All our pillows are anti allergic pillows. If you need a pillow that is neck-supporting or any other, we have different types available for you -just contact the reception under 988.

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POWER SOCKET: ELECTRICITY: 220 V power is available throughout the hotel. Please note that you must insert your hotel card into the power socket at the entrance to your room to activate the electricity.

RECEPTION: Our reception desk is there for you 24 hours a day. You can reach us at any time at 988.

RESTAURANT: We welcome you in our restaurant on the ground floor between 11:30 am and 21:00 pm. We gladly serve our menu in the room. Please dial 988 and order at our Front Desk.

ROOM SERVICE: Small snacks are available 24 hours. Please contact our reception. 988

SAFE: Please put your valuables into the in-room safe box. If you need assistance, please call reception Tel. 988.

SHOESHINE SERVICE: On the second floor you find a shoeshine machine you can use 24 hours a day.

ALPINE STONE PINE PILLOW: Regional - our alpine pillow with Alpine stone pine filling. Recharge your batteries!
As a gift available at front desk with cushion cover € 69,00.

TAP WATER: Please be advised that the tap water in our region is best quality water and safe to drink.

TELEPHONE: You can reach the reception desk when dialling 988.
To reach another room please dial the desired room number. For credit card calls and toll-free calls please contact our reception desk under the number 988.

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SOME IMPORTANT AREA CODES:

Australia	0061	Japan	0081
Austria	0043	Luxemburg	00352
Belgium	0032	Netherlands	0031
France	0033	Norway	0047
Germany	0049	Spain	0034
Great Britain	0044	Switzerland	0041
Italy	0039	USA	01

VOLTAGE: All rooms are equipped with 220 V sockets and available 24 hours. Please note that after turning off the main switch there is no electricity available in the room.

WASTE SORTING: Please help us and the environment. There are bins on every floor for sorting paper, plastic/aluminum, and general waste. Thank you!

For any further questions or suggestions please don't hesitate to contact us at the reception desk under 988.

We wish you a nice and pleasant stay in our hotel. It's nice to have you here!
Yours
Familie Hacke

and the Hotel Goldener Adler Team

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