



GRAFENWALD

NATUR. AKTIV. ERLEBEN.

INFORMATIONEN A – Z



GRAFENWALD

NATUR. AKTIV. ERLEBEN.

DEAR GUESTS AND FRIENDS,

we would like to warmly welcome you to the Sporthotel Grafenwald.

Enjoy in a familiar and friendly atmosphere at the heart of the beautiful Vulkaneifel, a diverse vacation with fantastic nature and healthy, well being experiences.

Our friendly team will make you feel comfortable and welcome. We would like to wish you a very relaxing and pleasant stay at the Sporthotel Grafenwald.

Best wishes,
your host

Jennifer Kürsten
and the team of Sporthotel Grafenwald

OPENING TIMES

Our current opening times for Restaurant Grafenwald, Dorfschänke, Wellness and Beauty can be found on our website.

www.sporthotel-grafenwald.de/en/opening-times.html



KIDS CLUB

Peak season	daily	10:00 – 13:00 14:00 – 17:00
	Off-season	
	Weds	14:00 – 16:00
	Thurs – Sat	10:00 – 13:00 14:00 – 16:00
	Sun	10:00 – 13:00
	Mon and Tues	closed

MEAL TIMES

Please reserve your table beforehand.

Breakfast	daily	07:00 – 11:00
Snack Menu	daily	13:00 – 17:00
Dinner	daily	18:00 – 21:00

TELEPHONE NUMBERS

YOU CAN REACH US FROM YOUR ROOM:

Rezeption (daily 24 h)	-250
Restaurant Grafenwald	-254
Spa	-260
Beauty	-257
Kids Club	-259
Tennis	-250

HOW YOU CAN BE CONTACTED AT THE HOTEL:

Internal calls	Room number
from extern	+49 6592 / 713 - Room number



INFORMATIONS A-Z

ADAPTER

International plug adapters are available on request at our reception.

ADDITIONAL PILLOWS > See pillow section

ALARM CALL

You can arrange for an alarm call to be made at the reception by calling Tel. -250.

BABY COT

A baby cot is free of charge. Please contact our reception and we will prepare everything for you.

BABYSITTING

We are happy to provide experienced babysitters to look after your little ones (on payment of a supplement). For more information, ask the entertainment team or enquire at reception. On request and depending on availability.

BAR > See Dorfschänke

BATHROBES

For guests of our hotel rooms the bathrobes are already in the room. If you require a certain size, please contact the reception. Tel.: -250

Guests staying in our holiday homes can borrow bathrobes at the spa for a fee of 6.00 EUR.

BATH STOOL / BATHTUB-SEAT

A bathroom stool and / or a bathtub-seat is available on request. Please contact our reception. Tel.: -250

BEAUTY

You can find out about the Beauty offers by calling ext. -257. Or you can book an appointment directly. A beauty shop offering selected products from the BABOR company is also available.

Opening times: daily from 10:00

BECOME AN OWNER

Our holiday homes and hotel rooms are available for purchase. For more information please visit our website.

BED LINEN CHANGE

The bed linen change takes place in the holiday homes on request for an extra charge of 15.00 EUR per bed. If necessary, please contact our reception: -250. In the hotel rooms, a linen change takes place twice a week.

BICYCLE RENTAL

You can hire bikes directly at our partners offices:

TOURIST INFORMATION DAUN 06592 / 951370 info@gesundland-vulkaneifel.de

Route plans and descriptions can be obtained from our reception.

BILLIARDS

Our billiards lounge can be found in the main building (children must be accompanied by an adult). The balls can be obtained from reception during the day and at the Dorfschänke from 18:00 o'clock.

Cost: 6.50 EUR per hour.

BINS

You will find waste bins outside of the hotel buildings as well as outside of the holiday homes. Please use these bins and help us to protect the magnificent natural landscape of the Vulkaneifel region.

BREAD ROLLS SERVICE

You can order fresh bread rolls at our reception (daily until 15:45 / on Saturdays until 13:45.) The bread rolls can be collected from the restaurant each day from 07:00 o'clock. Tel. reception: -250

BREAKFAST

We recommend booking a table in advance.

You can enjoy our generous breakfast daily from 07:00 - 11:00 at the Restaurant Grafenwald.

CASTLES AND FORTRESSES

DISTANCE FROM DAUN

Ruined fortress, Manderscheid	approx. 16 km
Nürburg castle on the Nürburgring	approx. 25 km
Kasselburg fortress, Pelm bei Gerolstein	approx. 30 km
Castle Bürresheim, Mayen	approx. 40 km
Genoveaburg fortress, Mayen	approx. 40 km
Fortress Pyrmont, Roes	approx. 45 km
Fortress Eltz, Münstermaifeld	approx. 50 km
Reichsburg fortress, Cochem	approx. 35 km
Castle Malberg, Kyllburg	approx. 32 km
Castle Stolzenfels, Lahnstein	approx. 80 km
Ehrenbreitstein fortifications	approx. 74 km

CHURCH SERVICES

Please ask at our reception about the church services at the Protestant and Catholic churches in the church parishes of Daun and the surrounding areas.

CIGARETTES

A cigarette seller can be found next to the billiards room.





COMPLAINTS

If you have reason to make a complaint at any point during your stay, please let us know. We can only assess and expand on the high standards we aim to offer with your help. Tel.: -250

CREDIT CARDS

We accept the following credit cards: Eurocard, Visa, American Express and the Eurocheckkarte (Maestro and VPay) with PIN- Code.

CYCLE PATHS

MAARE-MOSEL CYCLE PATH

Today you can cycle through the unique volcanic landscape of the Eifel region across to the Mosel Valley where there were once steam locomotives.

Explore the entire 55 km of the Maare-Mosel cycle path on a journey which leads over viaducts and bridges and through cool tunnels and the dense Eifel forest, past deep blue maar lakes and extinct volcanoes into the delightful winegrowing landscape.

KOSMOS CYCLE PATH

From Daun (spa park) to Meerfeld. Explore the universe along this 21 km trail!

Everything you see here is 500 million times larger in reality! In the first 'Planets' area between the Daun spa park and Bleckhausener Mill, you will find the individual planets to scale in terms of their size and distance from the sun. Every metre you complete here translates to 500,000 km in the real world.

In the 'Time Travel' area, each metre translates to 3 million years. You can take a journey back in time from the present day to the Big Bang when time and space were created.

DEPARTURE / CHECK OUT

The standard departure time is 11:00 o'clock. If you wish to check out after this time, please contact the reception. Tel.: -250

DOCTOR / PHARMACY

Our reception can provide you with details of the on-duty doctors and pharmacies as well as providing a first aid kit and band-aids.

DOGS

Dogs are welcome in our holiday homes. We charge 18.00 EUR per night per dog. Max. 2 dogs are permitted per property. Please ensure that dogs are kept on a leash out of consideration for other guests. Please help us to keep our park clean. Dogs are not permitted in the Restaurant Grafenwald. However you may take your four-legged friend into the Dorfschänke with you.

DORFSCHÄNKE

The Dorfschänke is our cosy beer tavern with a pretty beer garden and is located on the ground floor. Here you can enjoy the evening with a freshly poured beer and friendly people. Tel.: -266. Daily from 18:00 o'clock. The Dorfschänke is closed on Sundays and Mondays. Tuesday to Thursday the Dorfschänke is open from 19:00 o'clock and Friday and Saturday from 17:15 o'clock.

DRESSING GOWNS

Can be obtained from the Spa reception.

EMERGENCY NUMBERS

Reception - 250
Ambulance / Fire Brigade 0 - 112

FAMILY PARTIES - BIRTHDAYS - WEDDINGS

We are happy to organise any kind of event for you. Simply get in touch and we will provide you with an offer to suit your wishes.

FIRE

Please inform us immediately in the event of an emergency:

RECEPTION: TEL. - 250
FIRE BRIGADE: TEL. 0 - 112

Please ensure you only park your vehicle in one of the designated spots (and not in the park-area) so that the fire brigade can gain access in the event of an emergency.

FITNESS

Our fitness centre offers numerous sporting opportunities. Do something good for yourself! A healthy body creates a healthy mind. Use our strengths to your advantage. From Monday to Saturday, we offer a daily changing programme of courses e.g. Pilates, hikes, strong-belly etc.

Use of the Fitness centre and participation in all of the workout classes is included in the accommodation price. Please register for fitness classes one hour beforehand at the latest at Spa. Tel.: -260

GAMES

A boccia alley, table tennis table and outdoor chess can be found in the outside area in front of the fitness studio (balls & skittles can be obtained at the reception free-of-charge). There is also a table football set in the billard room behind the Dorfschänke. You can hire out board games from the Kids Club or at reception.

GOLF

'Golf where the Eifel is at its most beautiful'. Play golf in a magnificent natural setting; practise and meet some friendly people in a relaxed environment.

GOLF- RESORT BITBURGER LAND (54 km)	GOLFANLAGE LIETZENHOF (36 km)	GOLFCLUB EIFEL E.V. (23 km)
Zur Weilersheck 1 54636 Wißmannsdorf Tel.: 06527 92720 info@bitgolf.de www.bitgolf.de	Lietz Kreuz 1 54597 Burbach Tel.: 06553 2007 info@golf-lietzenhof.de www.golf-lietzenhof.de	Kölnerstr. 1 54576 Hillesheim Tel.: 06593 1241 golf-club.eifel@t-online.de www.golfclub-eifel.de

HAIRDRESSER

There are various hairdressing salons in Daun. Our employees at the reception would be happy to make an appointment for you.

HYGIENE PRODUCTS

An offer of hygiene items (toothbrush, toothpaste, one-way razor, etc.) can be obtained from the reception if required.

INTERNET > See WLAN / WiFi





IRONING SERVICE

In the period from 08:00 to 17:00 o'clock our employees can carry out ironing. The return is within one hour. A calculation is made according to effort. An ironing board and an iron are available on request. Please ask at reception, we will bring it to your room. -250

KIDS CLUB

Our entertainment team offers year-round fun and variety. The daily programme can be obtained at our village square, near the Dorfschänke.

OPENING TIMES

Peak season: daily from 10:00 – 13:00 and 14:00 – 17:00
Off - season: Weds: 14:00 – 16:00
Thurs – Sat: 10:00 – 13:00 and 14:00 – 16:00
Sun: 10:00 – 13:00 / Closed on Mondays and Tuesday

KID'S MENU

We have prepared a special selection of dishes for our younger guests. Please enquire it at the restaurant.

KID'S PLAYGROUND

The large adventure playground can be found above the mini-golf site.

KID'S TENNIS SCHOOL IN GRAFENWALD

Group lessons and private tuition for children aged 4 to 17 years old. Information and bookings: Tel.: -250

LEISURE OPPORTUNITIES

As you will see: we are truly unbeatable when it comes to our leisure service. Our entertainment team has a wide range of programmes to offer you. Some sporty, some entertaining, some cultural. Simply choose which you enjoy!

What about some tennis on one of our four indoor courts or on our outdoor court under the direction of a professional? Or you could choose one of our workout courses, or a hike. Equipment for soccer, basketball, badminton or table tennis can be rented at the reception. If you are feeling brave, how about a hot air balloon trip over the neighbouring hills and crater lakes or some freeclimbing on the exciting Dolomite cliffs.

-> See also: Castles & Fortresses, Golf, Maar / Crater Lakes, Mountain Biking, Museums, Natural Outdoor Pool, Cycle Paths, Riding, Round Trips, Summer Toboggan Run, Squash, Tennis, Walking, Wildlife & Leisure Parks.

LOST PROPERTY

Please hand lost property in at reception. If you have lost something, simply contact reception.

LUGGAGE SERVICE

If you require luggage service on arrival or departure, you can call our reception -250.

MAAR / CRATER LAKES

A maar lake is a bowl or funnel-shaped trough of volcanic origin which can be found carved into the pre-volcanic landscape. A crater lake is a funnel of a volcano that was filled with water over decades and was formed without any previous steam explosion. In this areas you can enjoy a fantastic walk and find out about the size, depth and creation of the features as well as other interesting facts on the info panels.

DISTANCE FROM HOTEL:

Gemündener Maar	approx. 2 km
Weinfelder Maar	approx. 3 km
Schalkenmehrener Maar	approx. 6 km
Holzmaar	approx. 11 km
Pulvermaar	approx. 13 km
Meerfelder Maar	approx. 17 km
Windsborn-Crater Lake	approx. 19 km

MAGAZINES

Various daily newspapers and magazines can be obtained from reception on payment of a fee.

MASSAGE

Let the stresses of everyday life be eased away and lifted from your shoulders. All of our massage offers and cosmetic treatments can be found in our 'Beauty Menu' brochure.

We would be happy to advise you in person at our Beauty. Advice and appointments: Tel.: -257 or -250

MID-STAY CLEAN

Guests staying in one of the holiday homes can book a mid-stay clean at reception (fee payable). Tel.: -250

MINI-GOLF

Fun for the whole family! The mini-golf site is located to the left of the Kids Club. Golf clubs and balls can be obtained free of charge from our entertainment team. (season-dependent opening times)

MUSEUMS

EIFEL-VULKANMUSEUM DAUN

The Vulkaneifel – from above and below. Learn about the bigger picture. Here you can learn about volcanic activity first-hand and see and understand the geological development of the Vulkaneifel region. Admire the exhibits while computer simulations and information panels offer insight into the landscape's fiery past (season-dependent opening times).

Leopoldstr. 9 Tel.: 06592 985353
54550 Daun www.vulkaneifel.de

MAARMUSEUM MANDERSCHIED

Wittlicher Str. 11
54531 Manderscheid
Tel.: 06572 920310
maarmuseum@t-online.de
www.maarmuseum.de

VULKANHAUS STROHN

Hauptstr. 38
54558 Strohn
Tel.: 06573 953721
info@vulkanhaus-strohn.de
www.vulkanhaus-strohn.de

NATURAL OUTDOOR POOL

'Relaxing on an airbed in the volcanic region...' Visit the Gemündener Maar natural outdoor pool. Refresh your senses in the 38 m deep pool or set your soul free by relaxing on a recliner. Conquer the gently lapping waves on a rowing boat or pedalo and soak up the enticing sparkle of the water and rustling of the forests in the Gemündener Maar nature protection area.





NON-SMOKING

Please note that smoking is generally prohibited across all indoor areas of the hotel site. Special smoking areas can be found outside the main entrance, outside the Dorfschänke and on the restaurant terrace.

PARKING SPACES

There are plenty of parking spaces right in front of the park-area. Please note that parking is only permitted for loading and unloading to ensure that the Fire Brigade and ambulances have free access at all times.

PAYMENT

You can either pay in cash, by credit card (Eurocard, Visa, American Express) or EC card (Maestro and VPay) using a PIN code.

PETROL STATION

The nearest petrol stations can be found in Daun, approx. 3.5 km away.

POSTSERVICE

You can collect your post from the reception from approx. 15:00 o'clock. You can also hand in letters and postcards to be sent here. We stamp your post at reception.

PHOTOCOPIES

Available at reception (fee-based service).

PILLOW SELECTION

We can bring an extra pillow to your room. You can choose between plumes and plastic cushions (100% polyester). Plastic cushions are available in sizes 80x80 cm and 60x80 cm. Please contact the reception.

POST BOX

The post is collected daily from the reception (except Sundays and public holidays).

RESTAURANT GRAFENWALD

WITH SUN TERRACE

Open daily. At our Restaurant 'Grafenwald', the kitchen & service team offer a broad culinary repertoire for you. On summer days, you can enjoy our wide range of offers on the sun terrace. We are happy to take table bookings on Tel. -254.

ROUND TRIPS

Explore the uniquely beautiful Vulkaneifel region with a round trip! You can also discover the 'Eye of the Eifel' from an unforgettable angle.

SEGELFLUGVEREIN
VULKANEIFEL E.V.

54542 Daun
Tel.: 06592 2976 (airfield)
info@flugplatz-daun.de
www.flugplatz-daun.de

BALLONFAHRTEN
„EIFEL- BALLOONING“

Wirichstr. 8, 54550 Daun/Vulkaneifel
Joachim Jung, Tel.: 06592 985465
info@eifel-ballooning.de
www.eifel-ballooning.de

ROOMSERVICE

Our room service is daily available at the following times for a fee of 13.00 EUR:

Beverages from 7 am to 11 pm
Food from 7 am to 9 pm

Please contact our Restaurant Grafenwald to order: -254

SAFE

You can deposit valuables and larger quantities of cash at the hotel safe in reception free-of-charge. Please note that the hotel cannot take any responsibility for any valuables not stored in the hotel safe. The hotel rooms also include free safes for your use.

SAUNA

Open Sun – Thu from 12:00 to 20:00 o'clock and Fri – Sat from 11:00 to 21:30 o'clock. Our Mediterranean sauna area offers three different saunas where you can relax each day. Tel.: -260

Steam bath (40°C / LF 80%)
Bio-sauna (60°C / LF 50%)
Finnish sauna (85°C / LF 20%)

SECURE LUGGAGE STORAGE

For secure luggage storage for arriving and departing guests, please contact the reception.

SEWING SERVICE

On request you will get a free sewing kit at the reception.

SHOE CLEANING MACHIENE

This can be found right outside the billiards lounge on the ground floor of the main building.

SHOPPING

In Daun and the surrounding area, you will find a wide range of food stores. Please ask at reception for more information.

SMOKING AREAS > See Non-Smoking

SPORTS GROUND

You can kick a ball around to your heart's content above the playground. You can receive balls at the reception.

SQUASH

Our squash court is available all year round on request between 08:00 and 24:00 o'clock. We can book a court for you at the reception.

1 HOUR PER COURT 8.50 EUR
AUTOMATIC LIGHTING (PER HOUR) 1.00 EUR
SQUASHRACKET RENTAL FEE (PER RACKET) 2.50 EUR

STAMPS

Are available at the reception.





SUMMER TOBOGGAN RUN

The super attraction at the Daun wildlife and adventure park. (seasonal-dependent opening times) Fun and speed: the 800 m summer toboggan run. Thrill-seekers of all ages can race down into the valley and then be transported back up the mountain again. Tickets can be obtained on-site from one of the ticket machines.

SWIMMING POOL

Open daily from 07:00 to 22:00 o'clock. At our swimming pool, you will find a swimming pool (15.0 x 6.0 m; depth 1.30 m; 27°C), a separate splash pool for children (30°C), relaxation recliners with red-lighting and sunbathing. Use of these facilities is included in the accommodation price. Lockers are available. Bath towels and dressing gowns can be obtained from the spa reception.

TAXIS

Please contact reception.

TECHNICAL PROBLEMS

If you have problems with the TV, radio or telephone, please contact the reception. Tel. -250

TENNIS

4 indoor courts (Velours-carpet)
1 outdoor court (Synthetic turf)

We can reserve a court for you at the reception.

PRICE (PER HOUR)

Indoor court	17.50 EUR
Automatic Lightning	1.00 EUR
Outdoor court	15.50 EUR

TENNIS SCHOOL

'Tennis Grafenwald powered by Tennisschule Marcus Merkel's' school offers group and private lessons as well as package deals – please ask at the reception. Tel.: -250

TRAIN INFORMATION

We would be happy to access information from Deutschen Bahn AG for you.

WALKING MAPS

We have compiled some magnificent routes for you. Simply select a route and set off.

These routes are also well suited to mountain biking tours:

Kleine Ferienpark Runde	2.7 km
Grafenwald Runde	3.1 km
Pützborner Runde	5.2 km
Kleine Maar Runde	6.5 km
Große Dauner Runde	7.4 km

Other nearby footpaths:

Lieserpfad (Daun -> Manderscheid)	17.0 km
Lieserpfad (Manderscheid -> Wittlich)	26.0 km
Eifelsteig (Stage 10 Gerolstein -> Daun)	25.0 km
Eifelsteig (Stage 11 Daun -> Manderscheid)	23.0 km

Please ask at the reception for route descriptions for the walking trails and further suggestions. Here you can purchase hiking maps of the region and various other walking routes.

WASHING & IRONING

Linen, which is delivered to the reception before 9:00 am, will usually be returned on the same day, except on Saturdays, Sundays and public holidays. A laundry bag and a laundry list are in the closet of your room.

WILDLIFE & LEISURE PARK

(seasonal-dependent opening times)

DAUN WILDLIFE & ADVENTURE PARK

With a monkey ravine – falconry – natureum – adventure playground. Discounted admission tickets can be obtained from reception!

Observe a colony of free-living Barbary apes during a stroll along the 800 m circular walkway and look out for the different flight behaviours and capabilities of the individual birds of prey during the flight shows. Hands-on ecology with puzzles, hands-on and guessing games, info panels and much more. The 'natureum' is a playful demonstration of just how fascinating and complex the cohabitation of these forest inhabitants can be. Explore the animal life of our homeland at close range along the 8 km driving & walking routes. Proud deer, graceful fallow deer, shaggy yaks, shy mouflons and cheeky wild boar. You can hop out to observe, photograph and feed the animals at six labelled car parks. Our younger visitors in particular will enjoy the adventure playground with the chance to play and let off steam under the open skies. Enjoy!

Wild- & Erlebnispark Daun
54550 Daun
Tel.: 06592 - 3154
www.wildpark-daun.de

EIFELPARK GONDORF

Covering an area equivalent to almost 100 soccer fields, the 'Eifelpark Gondorf' provides 50 attractions for young & old. Additionally over 200 wild animals in huge outdoor enclosures and amazing shows will turn the excursion to 'Eifelpark Gondorf' to a perfect day für the whole family.

Eifelpark Gondorf
Weißstraße 12, D-54647 Gondorf
Tel.: 06565-9566-0
info@eifelpark.com
www.eifelpark.com

ADLER- UND WOLFSPARK KASSELBURG

This 20 ha park based around a historic fortress with dense forests, lush meadows and a wide range of enclosures for birds of prey, wolves and other animals is a real experience for all the family (seasonal-dependent opening times)

Adler- und Wolfspark Kasselburg
Tel.: 06591 4213
Info@adler-wolfspark.de
www.adler-wolfspark.de

KLOTTEN/COCHEM WILDLIFE AND LEISURE PARK

Over this approx. 300,000 m² area, you can explore some 100-120 species of birds and animals, 15 rides and fun attractions, large trampolines, various children's carousel rides, a white water circuit, cable car, looping star, giant slide, rubber ring water side, horse riding track and rollercoaster.

Wild- & Freizeitpark Klotten/Cochem
Tel.: 02671 605440
Wildparkstr. 1, 56818 Klotten
info@klotti.de, www.klotti.de





WLAN / WIFI

You can make use of the free WLAN connections in the main building as well as the hotel-rooms. (Network „Grafenwald“)

PLEASE TAKE NOTE OF THE FOLLOWING TERMS OF USE:

By using the LAN internet connection available in the Ferienpark Daun GmbH & Co. KG Vulkaneifel, you agree to the following terms of use:

'The customer hereby agrees to make appropriate use the network services available at Ferienpark Daun GmbH & Co. KG Vulkaneifel and in particular not to interrupt, modify or damage the Ferienpark Daun GmbH & Co. KG Vulkaneifel network and other networks, not to share any malware, unauthorised advertising, chain letters or other intrusive messages, not to impinge on any ownership rights (e.g. copyright or trademarks) and not to use the services to establish a connection with others in situations where the caller receives payments or other payments in kind from third parties as a result of the call or depending on the duration of the connection. The services must not be used to make a computer permanently accessible as a server. Circuit-switched telecommunications services must only be used to set up connections manually via the end device. No commercial forwarding of connections should be undertaken and no interconnection services should be used. The service may not be used for automatic data exchange between end devices (machine-to-machine) without the express written agreement of Ferienpark Daun GmbH & Co. KG Vulkaneifel.'

Should the customer breach any of the aforementioned terms of use, Ferienpark Daun GmbH & Co. KG Vulkaneifel is entitled to implement any measures required to rectify this misuse at the cost of the customer. If the customer is found to have breached these terms of use, the customer releases Ferienpark Daun GmbH & Co. KG Vulkaneifel from any third party claims for damages and Ferienpark Daun GmbH & Co. KG Vulkaneifel is entitled to issue an extraordinary notice of termination of this usage agreement. Ferienpark Daun GmbH & Co. KG Vulkaneifel reserves the right to ban the customer from the hotel if there is justified suspicion of these terms of use being breached.

Please do not hesitate to contact the reception at any time for further information or queries.

We hope you enjoy a pleasant stay!