A warm welcome!

Your service guide – everything that matters during your stay

The Härer family and the team at the Unsere Stadtvilla guesthouse welcome you warmly! You are staying in a carefully restored villa dating from 1889. On this page you will find everything from A to Z that makes your stay comfortable – and a few rules we ask you to observe. Is something missing, or do you need help? Please come to us at any time.

Our times

Reception	Staffed irregularly – reachable by phone on +49 7471 9 33 11 60, or free of charge via the intercom at the front door (connection after about 45 seconds).
Check-in	From 2:00 pm, around the clock. Your access code releases your key from the key dispenser.
Check-out	Until 10:30 am on weekdays, until 11:00 am at weekends and on public holidays. Later only by prior arrangement.

From A to Z

Allergies	Please let us know if you are sensitive to particular foods or materials. We will accommodate you as far as we can.
Animals	Unfortunately, pets are not permitted in our house.
Appointments	We are glad to help with appointments – whether a doctor, massage, foot care, beauty treatment, tennis, golf, mini-golf or the theatre.
Bill and payment	Please settle your bill before departure or agree a method of payment with us. Alongside debit cards we accept Maestro, American Express, Visa and Mastercard as well as cash.
Breakfast	A free self-service breakfast awaits you in our guest room: coffee, tea, a cereal stand, milk and fresh fruit. The Gulde bakery is one minute's walk away.
Care	Please close the windows and roof windows when you leave the room or apartment. That way we avoid damage if a storm comes up suddenly.
Change of bed linen	If you would like fresh bed linen every day, please let us know. We charge €11.00 for this.
Damage	It can happen to anyone that something gets broken – please just tell us. Guests are liable for damage and soiling up to the cost of replacement or repair.
Departure	On the day of departure we ask you to vacate the room by 10:30 am on weekdays and by 11:00 am at weekends and on public holidays. Please hand the key back to us or leave it inside the room.
Doctor	A directory of doctors is available from us. Night and on-call services are also listed in the „Stadtspiegel". If you are not feeling well, please contact us straight away.
Drinks	The mineral water in your room is free of charge. You will find further drinks at our bar in the foyer.
Dry cleaning	We are happy to arrange dry cleaning for you. Please allow several days until it comes back.

Duvets and pillows	You will find a warm cotton blanket in the wardrobe. Additional pillows or duvets are available on request – just ask us.
Escape routes	In an emergency please follow the escape route signs and leave the building promptly.
EV charging	You will find an AC charging station right on the house wall – for our guests and for the public. The space in front of it is reserved for electric vehicles; you can charge comfortably overnight with no idle fees.
Fire and open flames	Cooking with gas or spirit stoves, candles and other open flames are not permitted in the rooms.
Front doors and key dispenser	Our rear front door by the car park closes electrically and must not be pushed shut. The key dispenser hangs beside it: enter your access code and it releases your key, which fits both front doors and your room.
Games	In the upstairs hallway there is a case with a selection of board games.
Hairdryer	There is a hairdryer in every bathroom.
Heating	You control the heating from your room; at night the system lowers the temperature automatically. Please close the windows when you leave the house.
Internet and Wi-Fi	Wi-Fi is free of charge. You will find the network name and password in the guest folder in your room.
Ironing	We lend you an ironing board and iron free of charge. If we do the ironing for you, we charge 50 cents per minute of work.
Keys	Your room key also fits both front doors. Please do not pass it on to anyone. If it is lost, the guest is liable up to the cost of replacing the entire locking system, currently €820.00.
Kitchen in the holiday apartments	Please put crockery, cutlery and pots back into the cupboards only when clean, and wash up at least once a day. Please leave the kitchen clean. A final kitchen clean is not included in the price; we are happy to take care of it for €40.00.
Late check-out	If you would like to leave later than planned, please let us know in advance. If we agree, we charge half the room rate for departure up to 4:00 pm and the full rate after that.
Laundry service	Please do not wash clothes in the bathroom or the kitchen sink. For €9.00 per load we will wash pre-sorted laundry for you; drying costs a further €9.00 per load. You will find laundry bags in the wardrobe – please add a note with your instructions. At weekends and on public holidays by arrangement. We cannot be held liable for shrinkage or colour running.
Leisure and events	In the foyer you will find flyers and brochures about Hechingen – from places to visit to tips on what is on. We are happy to offer further suggestions in person.
Lobby bar	You are welcome to help yourself at our bar on the ground floor. Please settle what you have taken in cash in the little basket in your room, and leave the empties there too. Thank you for your honesty.
Luggage storage	After check-out you are welcome to leave your luggage with us if you would like to spend the day unencumbered. The room is publicly accessible, so we cannot accept liability for it.
Minibar	We do not keep a minibar. Please help yourself at our bar in the foyer.

Newspapers	We do not provide a daily newspaper. The „Stadtspiegel", with news from Hechingen, is available in the guest room.
Parking	The spaces along the house and the gravelled car park behind it are available to you free of charge. We keep the space at the charging station clear for electric vehicles. The car park opposite the main entrance belongs to the cinema and is needed in the evenings – please leave it free.
Pharmacy	From the entrance turn left, then take the next side street on the right: after about 200 metres the pharmacy is on your left. Night and weekend services are listed in the „Stadtspiegel", available in the guest room.
Playground	There is a public children's playground close by on St.-Luzen-Weg: go under the railway bridge, turn right, then left at the next opportunity.
Post and parcels	You are welcome to have post and parcels sent here; we cannot guarantee their receipt or safekeeping. The nearest post counter is in the Kaufland store.
Quality	We are rated three stars under the German hotel classification and do our best to maintain that standard. If something is not to your satisfaction, please tell us – ideally while you are still with us.
Restaurants	Hechingen has a good number of fine addresses. You will find our recommendations on the area page and as a list in the guest room.
Safe	The room safe, together with instructions, is in the wardrobe. It protects against opportunistic theft, not against forced entry.
Shoes	Please use the shoe trays in the rooms. Our high-quality floors are sensitive to moisture – please wipe up any wet patches straight away. Shoe-cleaning supplies are available from us.
Smoke detectors	The rooms and hallways are fitted with interlinked smoke detectors. If the alarm sounds, please leave the building immediately and follow the escape route signs.
Smoking	Ours is a non-smoking house. Please smoke only on the terrace and not at an open window; ashtrays are provided. If anyone smokes inside the house, we charge €125.00 for special cleaning.
Sport	Hechingen offers plenty to do – from hiking and cycling routes to golf, mini-golf, tennis and fitness studios. Just ask us, we are happy to advise.

Swimming pool	The indoor and outdoor pool in Hechingen is well worth a visit. You will find opening hours and current offers on the town of Hechingen's website.
Taxi	We are happy to call you a taxi. You can also reach Taxi Höpfel directly on 07471 6900. Please pay for the journey yourself.
Telephone	You can reach us on +49 7471 9 33 11 60; in urgent cases Mr Härer on +49 177 330 63 23. On request we will lend you a mobile phone for the duration of your stay against a deposit.
Television and radio	Every room has a flat-screen television with satellite reception and 19 pre-set channels; you reach the radio stations with the same remote control. Please do not change the channel assignment – all available channels are already set up.
Toiletries	Forgotten your toothbrush, razor or something similar? We keep a few such items available for purchase.
Towels	We clean your room every two days and change the towels that are lying on the floor. Towels left hanging we read as „I will use this again" – which our shared environment appreciates.
Travel adapter	An international adapter is available from us on request.
Umbrellas	You can borrow umbrellas in the foyer. Please put them back after use and do not take wet umbrellas into the rooms. We charge €15.00 for an umbrella that is not returned.
Valuables	Please do not leave money, jewellery or valuables lying openly in your room or in your car. We cannot accept liability for luggage or valuables.
Wake-up call	From 6:00 am we are happy to wake you by phone. Just let us know the evening before.
Waste	We separate household waste, organic waste, paper, glass and plastic. The brown and black bins are behind the garden house; please leave glass, paper and plastic in the baskets in your room.
Your feedback	Your opinion matters to us. Tell us what you enjoyed and what we could do better – in person, by phone or by email. We take your suggestions seriously.

We wish you a pleasant stay and plenty of rest and relaxation around the Zollern town of Hechingen. There is a great deal to discover – we are happy to advise you.

By booking with us we assume that our house rules are accepted. Your hosts.