



# Information for our guests

Schmerlenbach from A to Z



Free space for your ideas





## WELCOME!

We are looking forward to your visit  
and wish you a pleasant stay.

The Schmerlenbach conference center has existed since 1985. Before that, a Benedictine abbey stood in its place from the 13th to the 19th century, the layout of which is modeled on the current facility. Just as parts of the former monastery were integrated into the modern architecture of our house, so we want to combine Benedictine hospitality and contemporary service thinking. In order to make your stay as pleasant as possible, we provide you with the following information.

For requests, help and suggestions, please contact our reception.





## Usefull information from A-Z

### Adapter

An international socket adapter is available from reception.

### Allergy

If you suffer from a house dust allergy, you can get an allergy-free room on request. For food allergies or intolerances we take it for granted consideration. Share this with our staff at reception so that our kitchenteam can observe it.

### Banks

A „Raiffeisenbank“ and a „Sparkasse“, each with an ATM, are about 2 km away in Hösbach-Bahnhof.

### Bar

Our Kilian's bar is located in the basement. Pay attention to the signs in the house.

Opening times are usually:

Mo.-Do. 7:30 – 10:30 p.m.

Fr. 8:30 – 11:30 p.m.

Sa. 7:30 – 11:30 p.m.

**kilian's**

### Bath

On request, you can get an additional stool for your bathroom.

### Bedsheet change daily

Upon request, we can change your bedsheet daily for a fee of € 8.

### Charging cable

If you need a charging cable for your mobile phone, please contact reception.

### Change of towels daily

On request, we will change your towels in the bathroom daily.

### Check-out

Please leave your room 10:00 a.m. on the day of departure (except on weekend). It's possible to deposit your luggage in a safe area of the administration.

### Child / baby bed

On request, you can get an additional child/ baby bed.

### Church services

It is possible to visit the pilgrimage church. Please also note the current information in the display in front of the church.

### Credit cards

We accept EC cards, Visa and Mastercard.

### Cycles

If you want to do sports, mountain bikes are available for tours in the area. Bicycles and helmets can be borrowed free at the reception.





## Room for exchange

### Doctor

If you need a doctor, please contact our reception.

### Drinks and snacks

You can get non-alcoholic drinks from the vending machines in front of the monastery cellar in the basement. You will also find a selection of sweet and savory snacks there.

### Environmental and climate protection

The environmental management of the Schmerlenbach conference center has been certified according to the standards of the European EMAS environmental certificate since 2009. We have been a member of the "Bavarian Environment Pact" since 2010 and have been awarded the bavarian gold medal for the hospitality industry several times. Our contribution to responsibility for creation consists, among other things, in the fact that we only use green electricity and operate a 21 kWp photovoltaic systems. For more information, please refer to our environmental statement.

### Emergencies

Outside the opening times of the reception, you can call for help in emergencies using the telephones in the corridors. You will find the relevant telephone numbers there. Information on the respective escape route can be found on the inside of your room door.

### Fire alarm

In the event of a fire alarm, please note the notice board in your room. Do not use elevators, only use the stairwells. Follow the escape route signs and come to the assembly point.

### First aid

You will find a first aid kit on the left in front of the glass door to the restaurant. There is also a defibrillator there.

### Hiking

Both the immediate surroundings of the valley floodplain, in which Schmerlenbach is located, and the nearby foothills of the Spessart offer a variety of hiking opportunities. If you need a hiking map, you can borrow it from reception.

### Hygiene products

For emergencies we have various hygiene items (toothpaste, toothbrushes, razor blades, etc.) ready for you at reception.

### Internet

Free internet access via network cable is available in your room. The prerequisite for this is an automatic assignment of your IP address. You don't need a password. There is WiFi reception throughout the house. There is an internet point in our library. There you have two computers, a workstation for a laptop and a printer.



### **Ironing service**

On request, we offer you to iron your laundry within an hour (per item of laundry: € 5).

### **IT support service**

If you have any problems with internet access, please contact our reception.

### **Labyrinth**

There is a walk-in labyrinth in the park of the conference center. It invites you on a path of reflection that brings you closer to your goal and center with every step. The labyrinth is an ancient symbol of life, like the water that flows in the middle from a spring stone.

### **Luggage service**

On demand we will be happy to bring your luggage to your room.

### **Luggage storage**

If you would like a safety place for your luggage before departure, please contact our reception.

### **Entrance**

Opening hours:

Mo.-Sa. 6:00 a.m. – 10:00 p.m.

So. 6:00 a.m. – 3:00 p.m.

Outside these times, you can open the entrance door using the number combination given to you at check-in.

### **Newspapers**

We have the latest daily newspapers ready for you in our lobby.

### **Nordic walking**

Nordic walking sticks can be borrowed free by the reception.

### **Pillow bar**

You can find additional pillows of different sizes in our pillow bar on the 1st floor (follow the signs). We also have special pillows for you there.

### **Photocopying**

It is possible to make photocopies by the reception.

### **Quality management**

We strive to continuously improve our service quality. You can help us by telling us what you were happy with or what we can do better. Please use the feedback form in your room. In this way you help us to meet your needs even better in the future.

### **Radio**

You can also receive the following radio programs on the television set:  
19. BR1 / 20. BR2 / 21. BR3 / 22. HR1



### Rating

If you were satisfied with your stay, please let us know and rate us.  
More information on the last page of this guest information.

### Reception

Opening hours: 6:30 a.m. – 8:30 p.m.  
Subject to changes.  
Current information at the reception.

### Refreshment during breaks

During the conference breaks, we serve our groups drinks and snacks at various points in the house. Please only help yourself where the conference break is served for your event.

### Restaurant

The restaurant is on the ground floor.  
Follow the signs from the main entrance through the foyer.

Opening hours:

breakfast	7:00 a.m. – 10:00 a.m.
lunch	12:00 a.m. – 2:00 p.m.
dinner	6:00 p.m. – 7:30 pm.

If you want other meal times for your seminar, please contact our reception.

We serve our food at the buffet. There you have a wide selection of dishes, some of them organic. We value regional purchasing and fair-trade products.

### Rest periods

Between 1:00 p.m. and 2:00 p.m. and from 10:00 p.m. onwards, we ask you to observe other guests' need for rest in the area of the house and outside facilities.

### Room

We hope you feel comfortable in your room. Always lock it when leaving, as we cannot accept liability for lost items. There is a locker in the wardrobe for valuables.

For ecological reasons, we ask you not to tilt the windows for long periods of time when the heating is running and to turn the heating all the way back for a brief ventilation. Remember to close the window and turn off the lights when leaving the room.

### Safe

On demand you can deposit valuables or money in our safe at the reception. Please contact our staff.

### Sewing kit

If required, we can provide you with sewing equipment.

### Sewing service

If required, we can offer you a sewing service. Depending on the effort, the fee is € 10 to € 20.







# Thinking spaces

## Shoe cleaning

In the basement stairwell (cloister cellar) there is a shoe cleaning machine and shoe cleaning utensils.

## Smoke

Smoking is prohibited in our house. We ask for your attention.

## Souvenirs

For small gifts you will find some souvenirs in our showcase in the historical part of the hotel. You can get these articles at our reception.

## Telephone calls (Operating instructions)

For outside calls, please dial „0“ then the number. For room to room calls, dial 1 and the appropriate room number.

If someone from outside wants to reach you, they would dial: 06021 63021 + room-no., for example room-no. 210: 06021-63021-210.

## Phone numbers

reception	99
facility manager	83 or 40
director	24
police/emergency/fire brigade	112
emergency service	116117
taxi	06021-21464

## TV

You can switch the television on and off on the right side of the screen.

You get the following programs:

- |          |               |
|----------|---------------|
| 1. ARD   | 10. NTV       |
| 2. ZDF   | 11. CNN       |
| 3. Sat 1 | 12. Kabel 1   |
| 4. 3-Sat | 13. Pro 7     |
| 5. BR 3  | 14. RTL 2     |
| 6. HR 3  | 15. RTL       |
| 7. SWR 3 | 16. VOX       |
| 8. MDR   | 17. Sport 1   |
| 9. Arte  | 18. Eurosport |

## Umbrellas

If you need an umbrella to borrow, you will find it at the main entrance.

## Wakeup call

To arrange your wakeup call, please dial \*46 and the desired time [HHMM].

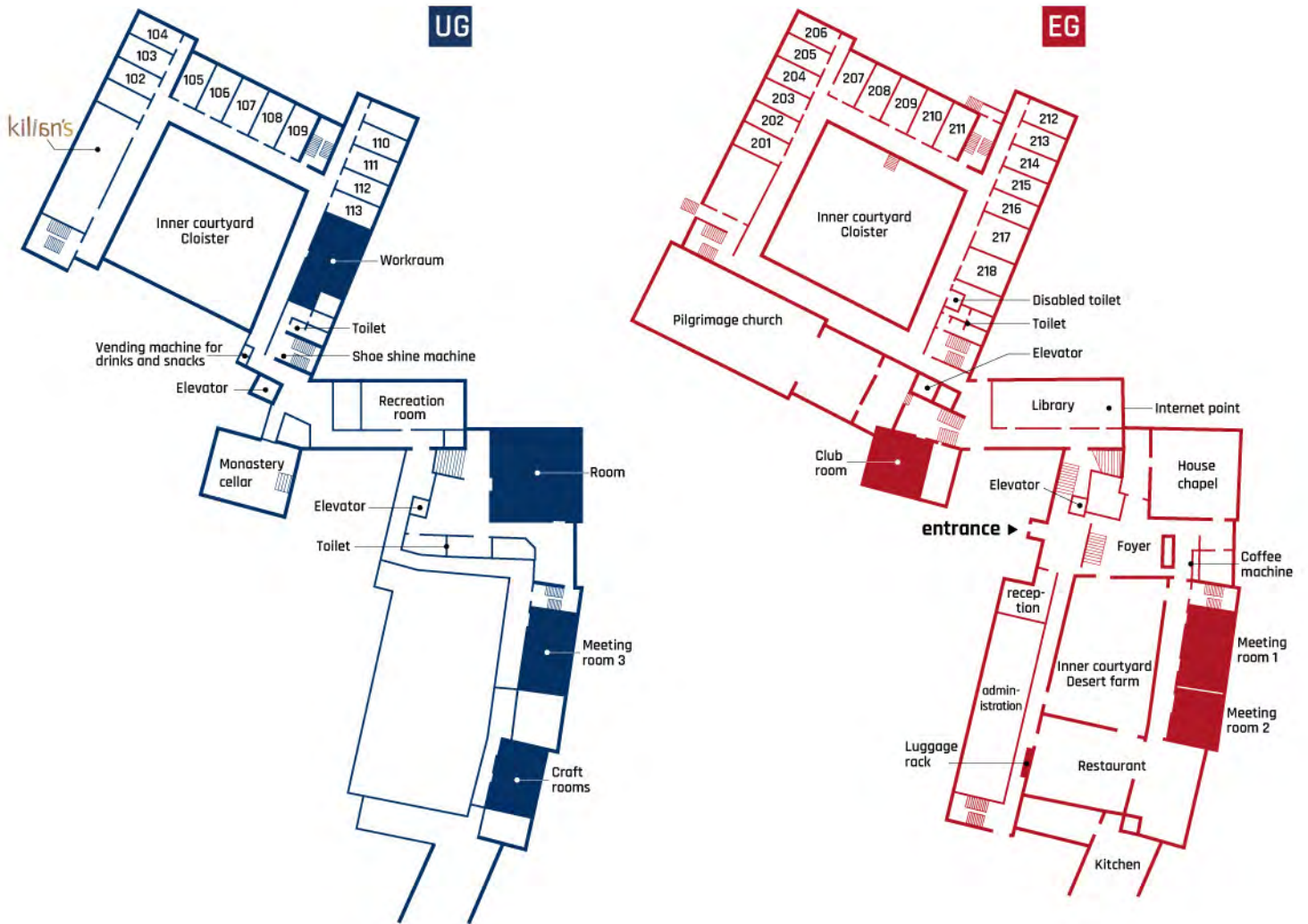
For Example: If you want to be woken up at 7:15 am, you would dial \*460715

## Washing and ironing

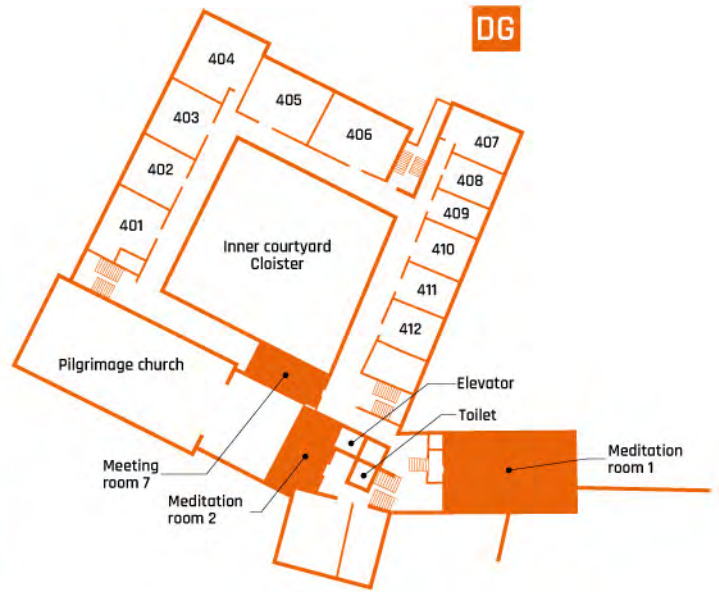
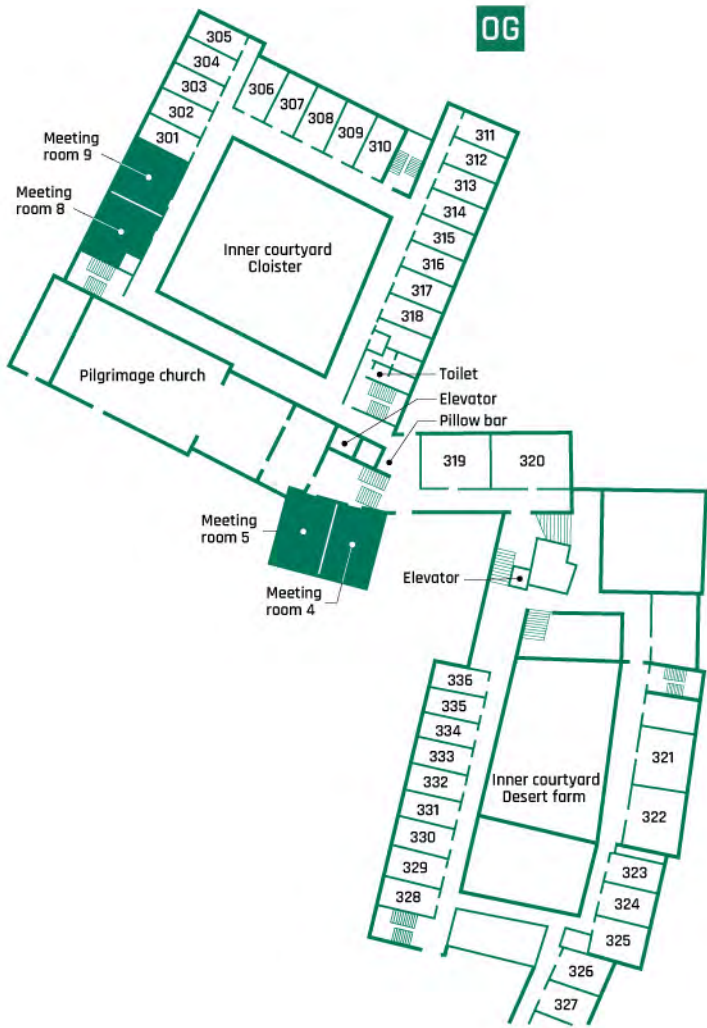
From Monday to Friday, we can wash and iron your laundry on request. If you hand in before 9:00 a.m., it will be returned within 12 hours. We charge € 10 per item of laundry. Please contact our reception.



# Orientation plan







- DG** Top floor
- OG** First floor
- EG** Ground floor
- UG** Basement



meet sustainably



## Sights in the area

With the pilgrimage church "St. Agatha" we have one of the most important churches of the Franconian late baroque literally on our doorstep. The religious and art historical center of the church is the only 30 cm high, carved from linden wood miraculous image of the "Mother of God of Schmerlenbach", from the end of the 14th century. Schmerlenbach made the mourning and tearful face of Mary widely known in the saying "You look like Our Lady of Schmerlebach". A pilgrimage to the miraculous image has been handed down since 1518 at the latest.

From our house it is only 6 km to Aschaffenburg, which offers a variety of sights. The moated castle Mespelbrunn, the pilgrimage church Hessenthal and the romantic town of Seligenstadt are also worth a trip.

At the reception you can get more information and a city map of Aschaffenburg.







Johannisburg Castle



Pompejanum



Collegiate church



Mespelbrunn moated castle



Hessenthal pilgrimage church

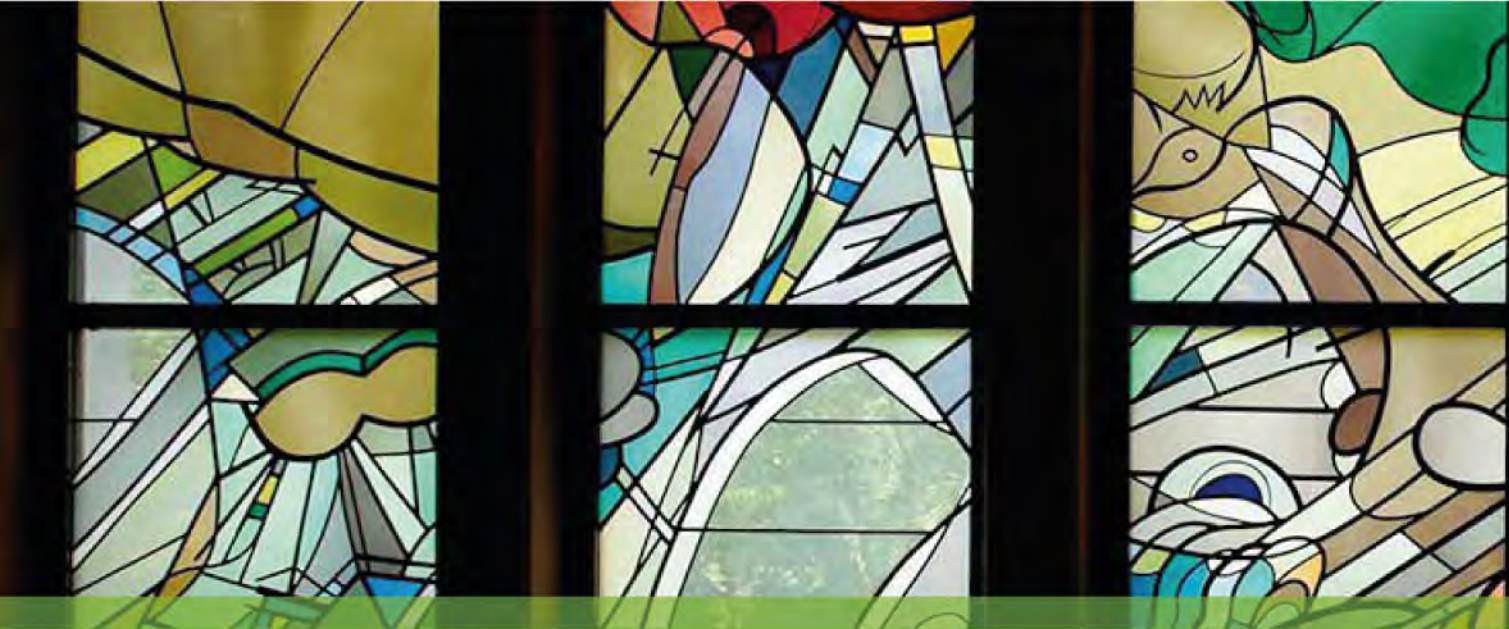


Seligenstadt



meet in the country





## Mission

### **Where people meet others**

The Schmerlenbach conference center is a place of encounter, reflection and personal, religious and cultural education. We are an open house - everyone is welcome here!

The diversity and richness of the entire breadth of human life have a place at our hotel.

We focus on people. The tradition and care of hospitality determine the atmosphere in our house.

Customer friendliness and a high level of satisfaction among our guests are the primary goals of all of our efforts.

### **Where education becomes an experience**

In our program, we want to encourage discussion of the questions of time, society and christian life.

We want to enable dialogue, challenge the perception of social responsibility and encourage people to reflect on life questions.

Our educational work is oriented towards the needs and questions of the participants and is geared to contemporary educational concepts.

At our meetings and trainings we learn together with our guests.





## meet in a monastery

### Where Christian faith provides orientation

The Schmerlenbach conference center is a church institution. Based on a Christian image of man, the atmosphere is shaped by a cosmopolitan religious attitude.

With us people find peace, life support and the offer of an orientation based on the Christian faith.

We strive to keep the creation in which we live worth living through responsible use of the available resources.

As partners in one world, we want to contribute to justice.

## Thanks for your opinion

We strive to always offer our guests the best quality of service. You can help us by telling us what you are happy with or what we can do better. Please use the feedback form in your room and drop it off at the information desk at reception.

You can also rate us on our homepage or with the help of the QR code opposite.

Many Thanks!





# WELCOME TO SCHMERLENBACH

## Your way to us

The Schmerlenbach conference center is conveniently located on the edge of the Spessart nature park and can be easily reached from the Rhine-Main area via the A3. From the ICE train station in Aschaffenburg you can take a taxi or bus to Schmerlenbach, 7 km away.



**SCHMERLENBACH**  
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