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# OUR A – Z

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Information

28.06.2024

H A M-Hotel Betriebsgesellschaft mit beschränkter Haftung  
Auf dem Hohen Ufer 25, 26160 Bad Zwischenahn

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## Air conditioning

Our banquet area has air-conditioned rooms.

## Airport

The nearest airport is in Bremen. Please always allow for a travel time of 60 minutes.

## Allergy sufferers

Please speak directly to our staff in the restaurant, if you suffer from a food intolerance. Our bed linen and inlays are already allergy friendly. By informing us before your arrival, our team can adapt to your needs.

## Arrival

The hotel rooms are available from 15:00.

If you arrive earlier, we will be happy to store your luggage for you.

## Baby crib

We can provide baby cribs for your little ones on request for an extra charge. Our reception team will be happy to help you.

## Bank

There are banks and a savings bank nearby. Information is available at reception.

## Bar

Our hotel bar is still closed. Drinks can be purchased in the restaurant from Tuesday to Sunday until 22:00. After 22:00, drinks are still available by the bottle at reception.

## Bathrobe

We will be happy to have them ready for you at reception on request or place them in your room if you inform us in advance.

## Bicycles

We are happy to reserve bikes for you at a nearby bike rental shop (city bikes and e-bikes). Please book in advance. You can store your bikes in our underground garage free of charge.

## Breakfast

On request, we can also serve you breakfast in your hotel room for a small additional fee. Please let reception know your wishes the evening before.

Breakfast times:

Monday - Friday 06:30 - 10:30 a.m.

Saturday - Sunday 07:00 - 10:30 a.m.

## Cab

Cab call 04403- 4 1 1 1 or via reception.

## Car rental

The nearest large car rental companies (such as Europcar and Sixt) are in Oldenburg. Opel Warnken rents cars here in Bad Zwischenahn.

If required, please contact the reception.

## Church services

You can find out the times at reception.

## Credit cards

We accept at the reception and in the restaurant:  
Girocard, Mastercard, VISA and American Express.

## Defects

Please report these immediately to reception.

## Dental care set

These are available at reception.

We will be happy to place this in your room if you inform us in advance.

## Departure

We ask you to arrange your departure by 11.00 a.m. at the latest. We will be happy to store your luggage for longer in our lockable luggage storage room near the reception.

## Doctors

The reception has a list of all doctors and current emergency doctors in Bad Zwischenahn and the surrounding area.

## Dogs

Dogs are welcome in our house, but must be registered in advance. We will provide you with a bowl and a dog blanket for your stay. You can find out the overnight price for your four-legged friend at reception.

## E-cars/E-Bikes

You can charge them at the sockets provided in our underground car park. We charge a fee for charging e-cars, depending on the type of vehicle. E-bikes can be charged free of charge.

We assume no liability.

## Electricity

In the rooms that have already been renovated, you will need the room card to activate the power circuit for the room.

Please note that the charging process for devices will not continue if you leave the room with the card.

If we find rooms for room cleaning with the card still inserted, we will remove the card.

## E-mobiles/e-wheelchairs

For fire safety reasons, these may only be charged at reception, as they must be supervised. We will be happy to help you find a local medical supply store.

## Emergency

In an emergency, call the reception (telephone “154”). This is manned 24 hours a day.

## Emergency exits

Are marked with green signs. The exact escape routes can be found on the escape plans on the individual floors (always displayed near the elevator).

## Environment

The topic of sustainability is close to our hearts. That is why we here at HansenS Haus am Meer do everything we can to work and act in a sustainable and environmentally conscious manner. If you would like to find out how this is implemented in our house, please take a look at the following page <https://www.hausammeer.de/nachhaltigkeit/> or contact us personally.

## Fire

In the event of fire or fire hazard, activate the nearest fire alarm and inform reception immediately (telephone “154”). Fire extinguishers are located in the corridors, public areas and in the banquet area. The exact locations of the fire extinguishers and the escape routes can be found on the escape plans on the individual floors (always displayed near the elevator).

**Please do not use any of the elevators in the event of a fire!**

## Flowers

You can order flowers at reception. Even before your arrival. We are happy to provide you with vases on loan.

## Garage

We will be happy to reserve a parking space for you in our underground garage. Please let us know your license plate number.

If you are already in the hotel and would like a parking space, please contact reception directly.

Access to the underground garage is only possible with an activated room card, so please report to reception on arrival before driving down the driveway.

## Internet access

We offer free Wi-Fi throughout the hotel for our guests. You will receive the login data for activation at reception. The name of the Wi-Fi is “Hotspot HAM”.

## Ironing service

You can have your clothes ironed from 08:00 to 16:00.

Please contact the reception desk. The current price list is available in the closet.

Alternatively, we can lend you an iron and ironing board so that you can iron your clothes yourself

in public areas.

For fire safety reasons, irons and ironing boards may not be borrowed into the rooms.

## Liability

For the storage of cash, jewelry and other valuables, a safe deposit box is available free of charge in our safe at the reception. We accept unlimited liability in the event of loss.

All our rooms have a safe.

Please note that the items stored in the safe have a low maximum liability limit. We will be happy to provide you with more information.

## Lost property

All items left behind are kept in housekeeping for 6 months.

If you have found or lost something, please contact reception.

## Luggage service

Reception will help you if required.

## Laundry service

We offer an “out of house” cleaning service.

The prices for this can be found in the price list in your closet. Please hand in your clothes at reception in good time.

## Minibar

Our hotel rooms, which have not yet been renovated, have a minibar.

You can purchase additional chilled drinks at reception.

## Newspapers

With us, you can also read the most popular newspapers & magazines free of charge at any time - digitally, hygienically and sustainably using your own smartphone or tablet.

Try it out now and get a first taste: [www.sharemagazines.de/lesen](http://www.sharemagazines.de/lesen).

You will have full access during your stay via the WLAN “Hotspot HaM”.

## Pharmacy

The nearest pharmacy is Rats Apotheke.

You find it at Peterstraße 5 in 26160 Bad Zwischenahn.

## Photocopy

The reception will be happy to provide you with a photocopy for a fee.

## Postal service

Stamps are available at reception. Our reception will be happy to send your letters, postcards and parcels.

## Radio

The televisions also have radio stations.  
These can be found via the station search.

## Reception

Reception is open 24 hours a day and can be reached by telephone on “154”.

If you are not yet in the house, please dial 04403 9400.

## Restaurant

You are welcome to reserve a table for a maximum of 9 people directly in the restaurant. From outside the hotel please dial 04403 940160; from your hotel room you can dial 160.

For groups of 10 people or more, please use the following number 04403 9400.

Restaurant opening hours:

Monday 06:30 - 11:00

Tuesday - Friday 06:30 - 22:00

Saturday and Sunday 07:00 - 22:00

Kitchen hours:

Tuesday - Sunday 12:00 - 21:00

## Room cleaning

The hotel rooms are cleaned after 3 nights between 09:00-12:00 am.

If you would like your hotel room to be cleaned at a specific time, daily or on a different day - please let us know.

So that you are not disturbed by the cleaning service during your stay, we ask you to hang the “Do not disturb” sign in front of the door or, if necessary, a card stating that you would prefer not to have your room cleaned on that day.

## Room key

You will receive a room card which serves as a key for the room.

You are welcome to leave this at reception when you leave the hotel.

We expect all room cards back when you check out.

## Room service

We are happy to bring drinks to your room during restaurant opening hours. Meals can be ordered during kitchen hours. Please enquire in the restaurant to find out what is available at your preferred times.

We will then charge a room service fee in addition to the ticket prices.

## Sauna

In 2024 and 2025, we will not be able to offer you sauna use at our hotel.

We are looking forward to 2026 with great hope. We will publish this information as soon as we can provide reliable information.



## Shaving set

Available at the reception.

If you inform us in advance, we will be happy to place the shaving set in the bathroom for you.

## Shoe shine machine

In the basement next to the public restrooms you will find a shoe shine machine.

## Shopping

Bad Zwischenahn offers various stores for shopping. Eel is best bought at Aal Bruns, ham specialties at the Ammerländer Schinkendiele.

## Shower caps

Shower cap, nail file, cotton pads and cotton buds are available in your bathroom.

## Telephone

You can access the outside line by dialing "0".

We charge for outgoing calls.

For room-to-room calls, dial the desired room number. The direct extension to your hotel room is: 0 44 03-940 + room number.

## Television

Each of our hotel rooms has a television.

If you have any questions regarding operation, please contact reception.

A connection to consoles is not possible.

## Tobacco products

There is a cigarette machine in the corridor leading to the public toilets.

## Wake-up service

Simply order the wake-up call at reception.

## Wellness

Please refer to the following page <https://www.hausammeer.de/wellness/massagen/> to find out which massages and treatments are available at the hotel

As an overnight guest in Bad Zwischenahn, you can swim for one hour free of charge in the "Wellenbad am Meer" with your guest card.

The "Wellness am Meer" is also home to the "Wellness Village", where you can book massages, cosmetic treatments and other beauty treatments.

-Unfortunately still closed at the moment-