

INFORMATION FROM A - Z

A

Access to the lake The outdoor area with direct access to the lake is located in the spa. The entrance to the hotel from the lake can only be opened with the room card. Access to the lake is open to hotel guests daily from 7 a.m. to 10 p.m. and until 09.00 p.m. on weekends and public holidays.

B

Bank/ATM Thurgauer Kantonalbank Horn Telephone +41 84 811 14 44
UBS Rorschach Telephone +41 71 844 41 11

Banquet halls Our banquet and conference facilities for up to 180 people are located on the ground floor. Ask at the reception for our detailed banquet documentation.

Bars «Faro Bar» on the first floor, «Lobby Bar» on the ground floor.
Further information can be found on Page 1.

Bathrobes You will find bathrobes together with slippers in your room. If you would like to use the wellness area until 03.00 p.m. on departure day, please take your bathrobe with you and return it at the spa reception.

Bed linen Bed linen will be changed at least twice a week during your one week stay. Should you wish a daily change of linen, please let us know.

Bicycles Four of the hotel's own bicycles and four of the hotel's own e-bikes can be rented with an extra charge during the summer months. Please contact the reception for a reservation.

Blankets/duvets We will be happy to bring additional duvets, anti-allergic or woollen blankets to your room on request. For special pillows, see the pillow menu for more information.

Boat moorings Our harbour offers space for five boats with a draft of up to 2 m (depending on the lake level). Hotel guests and day guests in the restaurant anchor free. If you stay overnight in your boat, we charge CHF 25.00 per boat and night. You also benefit from a discounted day spa entry.

Breakfast The breakfast buffet in the restaurant Al Porto is served from 06.30 a.m. to 10.00 a.m. on weekdays and until 10:30 a.m. on Saturday / Sunday / Holidays. More information on page 1.

C

Check-In After 03.00 p.m. your room will be ready for check-in. The spa area is accessible from 03.00 p.m. on the day of arrival. Please show us your ID and credit card at the hotel reception.

Cigarettes/cigars Smoking goods (like cigarettes) are available at the reception. Cigar smokers can enjoy a selection of cigars in the humidor of the «Faro Bar».

Cosmetics In our spa there is a varied offer of cosmetic treatments.
Please arrange appointments directly with the Spa reception, Telephone 5100.

Credit cards You can settle your bill with all major credit or debit cards:
Maestro, Mastercard, Visa, American Express, Diners, Postcard and Twint.

D

Dentist	Dr med. dent. Heiko Herzberg, Seestrasse 58, Horn, Telephone +41 71 840 04 04
Departure	We kindly ask you to vacate the rooms till 11.00 a.m. on the day of departure. You are welcome to leave your luggage at the reception, so you can enjoy our wellness and spa area until 03.00 p.m. on the day of departure. Wardrobe lockers are at your disposal there. Please bring your bathrobe with you from your room.
Doctor	Doctor: Dr med. Lukas Moll, Hauptstrasse 67, 9400 Rorschach Telephone +41 71 841 00 22, office hours from 8 to 12 a.m. and from 2 to 6 p.m. (by telephone appointment).
Dogs	Dogs are generally allowed. For hygienic reasons, dogs are not allowed at breakfast (open buffet). Please inform us if you are bringing your dog with you. We charge CHF 25.00 per night and dog.
Dry cleaning	Clothes can be returned at the reception. Normal order duration approx. 3 days / express cleaning on request.

E

E-mail address	Our e-mail address is: info@badhorn.ch
Emergencies	You can reach the emergency doctor on Telephone 0900 144 144 Telephone 144 = in life-threatening situations / paramedics Telephone 117 = police / sea rescue Telephone 118 = fire brigade
EV charging	Two charging stations for electric cars are located in our underground car park. You can charge with the eCarUp app or use the QR code at the station.

F

Fire	You will find details of your evacuation route in the event of fire on the inside of your room door. - Keep calm - Raise fire alarm via switchboard, telephone 5151 - Evacuate building without using lifts - Meeting point in the event of fire: Underground garage opposite the Hotel.
Fitness	Our fitness room is open to hotel guests from 07.00 a.m. to 10.00 p.m. daily, on weekends and on holidays to 09.00 p.m. The spa reception will be happy to give you further details, telephone 5100.
Flowers	The reception will be happy to receive your order. If you would prefer to order the flowers yourself, we recommend: Blumenhof Christian Schoch Telephone +41 71 845 25 25
Foreign exchange	You can change up to 200.00 € to Swiss Francs at the reception at the current hotel exchange rate.

G

Golf	Golf courses in the vicinity:	
	Golfclub Erlen, Erlen	Telephone +41 71 648 29 30
	Golf Gonten AG, Gonten	Telephone +41 71 795 40 60
	Ostschweizer Golfclub, Niederbüren	Telephone +41 71 422 18 56
	Golfpark Waldkirch, Waldkirch	Telephone +41 71 434 67 67

Guest checks Please check the amount on the invoice before you sign it and state your name and room number clearly and legibly.

H

Hairdresser Absolut Beauty, Horn Telephone +41 71 841 10 02

Homepage You can access our homepage at www.badhorn.ch.

Horse riding The Josuran riding stable is located directly opposite the hotel.
Phone +41 79 610 03 32

Humidor In our humidor in the Faro Bar you find a wide range of high quality cigars.

I

Information Our front office team will be happy to provide you with information about excursions, events, train and ship connections, etc.

Ironing You are welcome to ask at the reception for an iron for your own use or you can leave your ironing laundry at the reception. Price on request.

L

Laundry The maid will take your washing. It will be washed and ironed within 48 hours.
Express surcharge (24-hour service): 50 % of price.

Late Check-Out Check out time is 11.00 a.m., see also under Departure.
For a late check out please contact the reception. Depending on availability, a late check out up to 06.00 p.m. can be arranged for an additional charge of CHF 85.00.

Lost property Our reception is happy to receive lost and found items.

Luggage service and left luggage For luggage service please contact the reception. If you arrive early or depart late, you are welcome to store your luggage at our office.

M

Mail Mail is delivered daily (Mon-Sat) at 9 a.m. You can hand in your letters at the reception.

Massage Our spa team is at your disposal every day. Please arrange appointments directly at the Spa reception, telephone 5100.

Minibar All rooms are equipped with a minibar. Please inform us on the day of departure, before paying the bill, what you consumed from the minibar the day before.

Mobilephones We kindly ask you to turn off your mobile phone in our restaurant and spa.

M.Y. Emily The motor yacht «Emily», built in the style of the old Wooden Yachts, is the jewel of our house. She can be chartered for your occasion and offers comfortable space for 48 people. Please ask for the detailed documents at the reception.

N

Newspapers Some daily newspapers are available for you in the hall.

Night bell To the right of the main entrance is the night bell. If you press it, our night porter will open the door for you. The entrance doors can also be opened using your room keycard.

Night porter Our night porter takes over the responsibility in the house from 11.30 p.m. You can reach him via telephone 5151.

P

Packed lunch / Lunch Box We will gladly prepare a packed lunch for you. Please inform the reception for an order the day before. If you have to depart before breakfast time, you will receive the lunch box for free. Otherwise, the price for a lunch box is CHF 18.00 per person.

Parking You will find parking spaces in front of the hotel or in our underground car park opposite the hotel. We charge for the parking a fee of CHF 8.00 per night. The parking ticket is validated for our hotel guests at the reception. We kindly ask for your understanding that parking spaces cannot be reserved.

Pharmacy You will find the nearest pharmacy in Horn at Seestrasse 113.

Pillows Do you need a special neck pillow, an extra pillow for your head, or are you allergic to feathers and down? Take a look at our pillow options and then contact the reception. Hydroallergic, billerbeck necksupport, Tempur and organic millet hull pillows are available.

Pool Please refer to the spa information on page 7.

Postcards Available at the reception during daytime.

R

Radio You will find the programs in the information folder in your room. Please note that in most rooms the radio is integrated into the TV.

Reception Our receptionists are at your disposal from 06.30 a.m. to 11.30 p.m. From 11.30 p.m. to 06.30 a.m. there is a night porter available.

Restaurants You can find more information on page 1.

Room keys We have a locking system with room keycards. If you have any problems or questions, please contact the reception.

Room service From 07.15 to 11.00 a.m. we serve breakfast in your room. The order form is in your information folder. See also Breakfast in the room, page 1. From 11.00 a.m. to 10.45 p.m. you can order meals from our «small menu» to your room. Cost surcharge is CHF 10.00. You will find more information on page 1.

S

Safe Each room is equipped with a safe. You determine your personal safe code. The operating instructions can be found in the cupboard. Please leave the safe door open on departure. The hotel management assumes no liability for valuables left in the room.

Seminar rooms Would you like to hold a seminar or a workshop with inspiring sea air? We will be happy to reserve a conference room with infrastructure for you and will be happy to help you with the organization of the event. Ask at the reception for detailed seminar documentation.

Sewing service A sewing kit is available at the reception or you can also ask for sewing service.

Shaving kit A shaving kit is available at the reception.

Shuttle Service	The transfer from and to the train station Horn is available between 08.00 a.m. to 06.00 p.m. and free of charge for our hotel guests.
Shoe polishing	We do have a shoe shine machine on the lower floor opposite the public washrooms in the main building.
Smoking	Smoking is forbidden in all restaurants and guest rooms. In rooms with balcony, smoking is allowed outside. Smoking is also allowed in our «Faro Bar» and in all outdoor areas.
Social Media	Bad Horn Hotel & Spa is also represented on Facebook and Instagram. Follow us and receive our news regularly.
Spa	The Smaragd Spa, our wellness area, is located in the building on the west side. In your room you will find bathrobes and terry slippers. More information under Spa-Info on page 7.
Stamps	Are available from 07.00 a.m. to 11.00 p.m. at our reception.
Surfing	Surf Center Staat, Telephone +41 71 855 33 22

T

Taxi	Taxi ABC, Rorschach, telephone +41 71 841 55 55 On your request we will be glad to order the taxi for you.
Telephone	Your room is equipped with a direct dial telephone. Réception 5151 Spa-Réception 5100 Outgoing call dial first 0 Call room to room 9 + room number

Toothbrush/toothpaste	Forgotten? Dental sets are available at the reception.
Towels	Towels that you put in the bath or shower will be changed daily, otherwise the towels will be changed twice per week during your stay.
TV	A current TV programme can be found in your room.

U

Umbrella	Available at the reception.
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V

Voucher	As a thank-you, a competitive prize or simply as an in-between gift – with a voucher from Bad Horn – Hotel & Spa – you will definitely be delighted.
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W

Wake-up call	If you wish to be woken up by personal wake up call please notify the reception of your wake-up time, telephone 5151.
Wellness	More information from page 7.
Wireless LAN	WiFi is provided throughout the entire hotel. The login is free of charge for our guests. You will receive instructions on how to log in at the reception.

Emerald green water world Wellness and Spa

opening hours:

Spa Reception	Monday to Friday Saturday, Sunday, holidays	09.00 am to 08.00 pm 09.00 am to 07.00 pm
Indoor Pool and fitness area	Monday to Friday Saturday, Sunday and holidays	07.00 am to 10.00 pm till 09.00 pm
Whirlpool	Monday to Friday Saturday, Sunday, holidays	10.00 am to 10.00 pm till 09.00 pm
Treatments	Monday to Friday	till 08.00 pm
Sauna Area <i>Summer</i> (01.05.-31.10.)	Monday to Friday Saturday, Sunday and holidays	02.00 pm to 09.30 pm 02.00 pm to 08.30 pm
	Earlier use from 10.00 a.m. is possible on request. Please inquire at the spa reception	
<i>Winter</i> (01.11.-30.04.)	Monday to Friday Saturday, Sunday and holidays	10.00 am to 09.30 pm 10.00 am to 08.30 pm
Ladies Spa	On request (15 min. heating time)	

Anchor times at the Smaragd Spa

A weekly relaxation program with various activities such as aqua fit, yoga or infusion in the Finnish sauna. For information and reservations, the Spa Reception is at your disposal

Spa Appointments:

We are glad to receive your registration for spa appointments personally at the spa reception. You can also reach us by phone at 5100.

Tell us your wishes, needs and possible health problems: Our specialists will support and advise you in the optimal selection of your treatments. If you would like to be expressly treated by a gentleman or lady, please let us know when making your appointment.

Dress Code:

Bathrobes and slippers are available in the rooms for our hotel guests. For reasons of hygiene, no clothing is worn in the sauna. Towels and sauna towels are available on request at the spa reception, which you can use as a pad in the sauna.

Emerald Water World – SPA Facilities

Emerald Spa Reception

At our spa reception, you will receive detailed advice about our diverse wellness and beauty program and our Smaragd Member Club during opening hours. It is also the check-in area for external guests and members. Before you book a treatment, please register at the spa reception in good time: you will be instructed and picked up from there by your therapist.

Fitness area:

To build or maintain endurance and strength, you can use various cardio equipment such as a treadmill, cross-trainer, bicycle and various power machines of the latest generation from Technogym. Get fit or stay fit!

Indoor Pool and Whirl Pool

The view over Lake Constance is breath-taking in summer as well as in winter, the fireplace spreads a pleasant atmosphere and the water in our swimming pool has a welcoming temperature of 29° at any time of the year. In addition to a counter-current swim system and vitalising massage jets, you will find comfortable loungers around the pool to relax.

Quiet Zone and Lounge Area

Here you can relax and let go after a strenuous day or after a spa treatment. The ambiance is quiet and comfortable loungers invite you to feel good. Enjoy the wonderful view of Lake Constance in the pool area or relax in the relaxation room of the sauna landscape under the dimmed candlelight. In the tasteful lounge you can fortify yourself with water, tea, fruit or nuts.

Bathing beach and open-air terrace at the lake

Enjoy the whirlpool's warmth with fresh sea air and an exclusive view of Lake Constance or rest on the loungers waiting for you. To cool off, use the direct access to the lake. Please note that there is no bathing supervisor and that you are responsible for yourself.

Whirlpool

The outdoor whirlpool has a pleasant temperature of 32 to 35 °C. The pleasant warmth and the massage jets help to relieve muscle tension, relieve strain on the joints, stimulate circulation and blood circulation and can relieve pain.

Length of stay: approx. 10 to 15 minutes

Finnish Sauna

The Finnish sauna is the classic sweat bath. The temperature is between 85 and 100 °C, the humidity is only 5-10 %. The dry heat cleans and relaxes the body. The alternating bath of heat, cold shower and rest serves the purification and strengthens the immune system and the circulation. An automatic mechanism ensures regular infusions. A truly sweaty experience!

Dwell time: approx. 10 to 12 minutes (one to three times)

Soft climate sauna

The Bio sauna is the gentle version of the Finnish sauna and does not represent a great burden for the circulation. This mixture of sauna and steam bath has a temperature of approx. 60 °C and a humidity of approx. 40-45 %. The pleasant combination of mild heat and humid air purifies the body and allows even people with a weak circulation to enjoy the sauna bath to the full. Light, scent and music have a positive effect on the vegetative nervous system.

Dwell time: 20 to 30 minutes (one to three times)

Steam Room

Our steam bath in the sauna area as well as in the lady's private spa has a pleasant temperature of 45 °C and almost 100 % humidity. The combination of heat and steam relaxes, cleans and cares for the body. In contrast to the sauna, the steam bath offers a much gentle form of regeneration, as the organism tolerates the lower heat well and the high humidity with essential oils is balm for the upper respiratory tract and cares for the skin.

Length of stay: approx. 15 to 20 minutes (once to several times)

Showering options

You will find various showers in the entire area, e.g., adventure showers, rainforest showers, classic showers. For hygienic reasons, please take a shower before and after each bath, swim or sauna.

Ice Room with icy mist

The refreshing fog (15 °C) and cold crashed ice provide the necessary cooling after a sauna session. This causes the dilated blood vessels to narrow again and the circulation to stabilise. After, you should rest and drink plenty of water. Not suitable for people with cardiovascular problems and kidney-bladder diseases.

Length of stay: 1 to 2 minutes to cool down

Foot Tubs

In our foot basins you can take warm and cold foot baths. In alternating baths, blood circulation and body metabolism are stimulated and tired legs are brought back to life. A warm water application accelerates the dilation of the blood vessels and makes sweating in the sauna easier.

Length of stay: approx. 3 to 5 minutes sitting, water level ankle-deep

Himalaya Salt Thermal Room:

The comfortable 30 °C radiant heat of the salt rock from the Himalayas has a positive effect on the respiratory system, the skin and the immune system, similar to the air by the sea. The heat emitted by the salt rock walls floods the body without stressing the circulation. In pleasant light you can relax wonderfully.
Length of stay: up to 30 minutes

Hamam

Our Hammam consists of two facilities: a warm navel stone and the Rhassoul - a steam bath of about 45 °C at 60 % humidity, with coloured light and rain shower. The secret lies in the interplay of water, fire, earth and aromatic air. This combination is very good for the skin, hair, respiratory tract and the purification.
Length of stay: 10 to 15 minutes in the Rhassoul, unlimited on the warm navel stone.

Solarium

Especially in winter, a short "sunbath" not only ensures a nice tan, but also mental and physical well-being. Or you can use it to prepare for your next vacation. Of course, the same applies to the artificial sun as to natural sunbeams: only expose your skin to UV radiation in moderation. The length of your stay depends on your skin type! You can get coins for the sunbed at the spa reception.
10 minutes cost 10.00 CHF.

Surroundings

Framework programme and activities

Here you will find some suggestions for the organization of your stay.

More information such as opening hours, timetables, itineraries, etc. can be obtained at the reception.

Excursions / sightseeing

Appenzell

The village of Appenzell and the surrounding area are well worth a visit and offer a lot of traditional and original things.

Appenzell Show Cheese Factory in Stein/AR

Visit of the cheese production with following slide show. Cosy restaurant with cheese tasting facilities.

Säntis / Hoher Kasten

The view from the mountain tops of the Eastern Swiss Alps is breath-taking. Many excursions are possible on cobblestones or comfortably by cable car.

St. Gallen

The cathedral with the world-famous Abbey Library (UNESCO World Heritage Site) and the cosy shopping stroll in the beautiful old town should not be missed. Various museums (textile-, nature-, historical- museum etc.) are waiting for your visit.

Konstanz / Lindau / Bregenz

The beautiful cities on the shores of Lake Constance invite you to meander through their streets or to make an excursion by ship, rail or car.

Mainau Island

The famous flower island near to Konstanz is definitely worth a visit from spring to autumn!

Arenenberg Castle on the Untersee

The Napoleon Museum and the magnificent gardens are well worth a visit.

Kartause Ittingen

The former Carthusian monastery now houses a hotel, seminar centre, monastery shop, gardens, farm and museum. A worthwhile excursion destination!

Hagenwil Castle

Artistic moated castle near Amriswil.

Heldsberg Military Museum

The artillery factory is a very special excursion experience. As part of the border fortifications in the Rhine Valley at the time, it clearly shows how Switzerland defended itself so effectively.

Altenrhein Aviation Museum

Here's something to experience! As the only museum of this kind in Europe it shows Exhibits that are still flown more or less regularly. Visitors are allowed to touch the exhibited machines, partly take a seat in their cockpits and even fly with them if they wish!

Boat trip on Lake Constance

The passenger boats sail from May to October. Excursions to Mainau Island or to Lindau some of which can be linked with the railway. The ferry between Romanshorn and Friedrichshafen operates throughout the year. You can get a timetable from the reception.

Zeppelin Museum in Friedrichshafen

The Zeppelin Museum is a truly exceptional experience: It is the most comprehensive and important collection on the history and technology behind the Zeppelin airship.

Special activities with children

Rheinfall

Rheinfall and its surrounding area (with high wire park) offers a stunning experience for children too.

Säntispark Aquapark

A paradise for young and old with indoor and outdoor pools, water slides, etc.

Sea Life in Konstanz

Do you fancy a dive in the ocean – without even getting your feet wet? Here you can marvel at delicate seahorses, graceful rays, tropical sharks and playful gentoo penguins all close to hand. And you will learn a lot of exciting things about the underwater world of our planet.

Connyland in Lipperswil

A day excursion and well worth a visit!

Sporting activities:

Golf

There are 5 golf courses in the vicinity: Erlen, Waldkirch, Niederbühren, Gonten und Grabs

Inline skating

The region around Lake Constance is known as the Eldorado for skaters.

Motor boat excursions

Boat hire is to the rear of the Kornhaushafen in Rorschach. 25 pedalos and 6 motorboats are available for hire.

Cycling / biking

Welcome to «bike country»! The Lake Constance bike route is one of the most famous in Europe. The Thurgau hinterland and the Alpine foothills in Eastern Switzerland also boast a number of cycling routes for a range of abilities.

Riding

The Josuran riding stables in Horn are located directly opposite the hotel.

Skating / curling

The ice sport arena and curling hall Lerchenfeld St. Gallen is open between October and April.

Swimming

You have direct access to the lake from our spa and wellness area.

Stand Up Paddling

It is easy to learn and combines an immense fun factor with all the benefits of an effective full body workout. Stand Up Paddle Arbon Tel. 071 508 06 26

Surfing

Surf Center Staad, telephone +41 71 855 33 22.

Sailing

Crazy Lobster Sailing GmbH is a sailing and motorboat school in Horn.

Climbing

Regardless of the weather, you can test your limits in the new facility at the Kletterzentrum St. Gallen.

Surfing

The Windsurf Center Staad can be found in Staad, approx. 6 km from Horn.

Tennis

In Tübach (3 minutes by car):
6 well-kept sand outdoor courts, children's tennis court, training wall, modern tennis hall with 5 Schöpp-Slide places.

Fitness trail

The nearest fitness trail is in Goldach in the wildly romantic Goldachtobel.

Hiking

The shores of Lake Constance, nearby Appenzellerland and the Thurgau Lake Ridge invite you to short and simple walks or more extensive, high alpine hikes.

Water ski

Guests can water ski or wakeboard at the Hydrell Romanshorn water ski club.

Fire Safety Measures

What to do in a fire

Acting correctly in the event of fire is crucial for the protection of lives and property. All too often the fire brigade is only alerted after attempts to extinguish the fire have failed. This means valuable minutes are lost.

In the event of fire the following principle applies **alarm – save – extinguish!**

Remain calm – panic must be avoided.

A l a r m

- ┆ First alert the fire brigade: telephone 118
(give town, street and event as well as name and address of caller)
- ┆ Immediately inform people at risk and the internal switchboard, telephone 5151

S A V E

- ┆ Save people and animals (roll people with burning clothes in blankets or coats and roll them on the floor)
- ┆ Close windows and doors (to prevent the fire from spreading)
- ┆ Leave the scene of the fire via emergency routes (exits, stairs emergency exits), do not use the lifts
- ┆ If the stairwells and corridors are filled with smoke, stay in your room, insulate the doors and wait for the fire brigade by the closed window

E X T I N G U I S H

- ┆ Fight the fire with the means available (hand-held fire extinguisher, internal fire hydrant)
- ┆ Cover oil or grease fires with a damp cloth
- ┆ In the case of burning electrical equipment, immediately unplug and switch off
- ┆ Inform the fire brigade when they arrive

Think about how you would act in the event of a fire - but remember that it is better to prevent one.