



GRAND HOTEL BINZ

PRIVATE PALACE HOTELS

Guest Information

Dear Guests,

Welcome to your Grand Hotel Binz. We are very pleased to have you as our guests and always happy to assist you.

DEPARTURE

We kindly ask you to vacate your room by 11:00 a.m. on the day of departure. If your departure plans change, please contact reception. To avoid possible waiting times at check-out, you may settle your hotel bill on the evening before departure.

ALLERGY SUFFERERS

On request, we provide allergy-friendly amenities. Please contact to our housekeeper.

ADDRESS

Grand Hotel Binz
Strandpromenade 7
D-18609 Ostseebad Binz
Phone: +49 (0) 38393 150
Fax: +49 (0) 3839315 555
www.grandhotelbinz.com

empfang@grandhotelbinz.com

PHARMACY

We will gladly provide you with the nearest on-duty pharmacy. Please contact the reception for assistance.

DOCTOR

Please contact our reception staff. We will be happy to help you find the right medical professional. In urgent emergencies, please call an ambulance at 112.

PRINTING / FAX / SCANNING

You can have emails printed at any time. To do so, please send the email with the subject line: "Please print #RoomNumber" to:
empfang@grandhotelbinz.com

If you would like to receive a fax, you are welcome to provide our fax number: +49 38393 15 555.

EXCURSIONS

The island of Rügen offers many opportunities for excursions. Our reception and guest services staff will be happy to advise you and provide recommendations.

CAR RENTAL

The reception will be happy to assist you with booking a rental car.

AYURVEDA THERAPIES

You will receive professional guidance on the traditional Indian healing art from our trained Ayurvedic staff. Please feel free to contact us in person for more information.

BABY EQUIPMENT

We provide baby equipment on request (e.g., bottle warmer, baby cot, or high chair). Please contact our housekeeper for assistance.

BATHROBE

For your comfort, each room is equipped with bathrobes. If you require a different size, please contact our housekeeper. Bathrobes are also available for our little guests.

BALCONY / TERRACE

We kindly ask you to be considerate of other guests and keep noise levels down after 10:00 PM.

LIBRARY

In our fireplace lounge, you will find a selection of books that you are welcome to borrow free of charge during your stay.

BANK / ATM

Sparkasse Vorpommern Branch
Heinrich-Heine-Straße 2, Binz (EC ATM)
POMMERSCHER VOLKSBANK eG BRANCH
Zeppelinstraße 1, Binz (EC ATM)

VOLKSBANK BINZ

Hauptstraße 19, Binz (EC ATM only)

DEUTSCHE BANK

Jasmunder Straße / Hauptstraße, Binz (EC ATM only)

DEUTSCHE BANK BRANCH BERGEN

Am Markt 8, Bergen auf Rügen (EC ATM)

FLOWERS

Would you like to surprise someone with flowers? Our reception will be happy to assist you. A service fee of €10.00 applies to each flower order.

STAMPS / POSTCARDS / MAIL

You can purchase stamps and postcards from our reception staff. You are also welcome to leave your outgoing mail at the reception.

IRONING SERVICE

Upon request, we will be happy to bring an ironing board and iron to your room or iron your clothes for you. Please contact our housekeeper for assistance.

TOILETRIES

Forgot your toothbrush or shaving items? The reception keeps these products available for you.

SHOPPING

Edeka, Schillerstraße 5, Binz (750 m away)

Netto, Proraer Str. 1, Binz (1.2 km away)

Rewe, Bahnhofstr. 49, Binz (1.3 km away)

Lidl, Proraer Chaussee 3, Binz (1.3 km away)

You will also find many small shops on Hauptstraße in Binz. For any questions, please contact our reception.

BICYCLE RENTAL

You can rent bicycles from our partner "Deutschmann." After use, the bicycles will be collected by us. We will also gladly drive you to the nearest Deutschmann branch in town. Please contact our reception to arrange this.

For a truly special cycling experience, two bamboo bicycles are available at the hotel. You can rent them at the daily rate at the reception.

TV PROGRAMS / RADIO

We offer a wide selection of German- and English-language TV programs, as well as a selected Sky channel package. You can also access common radio stations via your TV (on the higher-numbered channels).

FIRE

In the event of a fire, please inform the reception immediately! All floors are equipped with clearly marked smoke detectors.

You can reach the ground floor and exit the building through the marked emergency exits (staircases behind the elevators) from any floor. Elevators must not be used in case of fire!

Please familiarize yourself with the escape routes from your room. The assembly point is located opposite the hotel at Beach Access 6.

FITNESS ROOM

Our fitness room is located in the basement between Building 3 and 4 and is open daily from 7:00 AM to 9:00 PM. You can access it via any of the hotel elevators. For guidance on equipment and exercises, please contact the SPA staff.

HAIRDRESSER

Our hair salon FIGARO is located in our sister hotel, the "Rugard Thermal Strandhotel." We will be happy to make an appointment for you. Please contact the reception to arrange this.

LOST AND FOUND

Missing something? The reception can provide information about all lost and found items.

GASTRONOMY

Breakfast

We welcome you daily from 7:00 AM to 11:30 AM in our RUIANI Restaurant for breakfast. You are also welcome to have breakfast in your room.

Please fill out your breakfast preferences on the breakfast card and hang it on your room door by 3:00 AM at the latest.

Dinner

From 12:00 PM to 9:00 PM, we welcome you to Restaurant Ruiani and treat you to culinary delights. In the evening, we offer both à la carte dishes and a rich dinner buffet (hours vary seasonally).

Lunch Package

We will be happy to prepare a lunch package for an excursion or your departure day. Please contact the reception or service staff the day before.



Shaker's Bar

Our bar is open daily (opening hours vary seasonally) and is located in the lobby, opposite the reception.

Grand Beach

From May to October (weather permitting), we welcome you at our beach bar "Grand Beach," where you can relax on the beach and unwind. In addition to drinks, a selection of food is available, and beach chairs can be rented.

In-Room Dining

Our floor service is available 24 hours a day. Between 10:00 PM and 6:00 AM, we offer a selected menu. A service charge of €7.50 applies for this service.

LUGGAGE

The reception will gladly take care of transporting and storing your luggage. For a convenient arrival and departure by train, we recommend sending your luggage to the hotel in advance. Our reception staff will be happy to provide further information.

CHURCH SERVICES

Our reception staff will be happy to provide you with information about church services in Ostseebad Binz.

HOUSEKEEPER

Our housekeeper will gladly take care of your individual requests during your stay. You can reach her at the internal number 519.

NATUROPATH / FASTING PROGRAMS

We offer comprehensive fasting programs with professional guidance. Our naturopath, Ms. Kalus, will be happy to advise you.

HEATING

All rooms are equipped with heaters that you can adjust according to your individual needs. In addition, your bathroom has underfloor heating, which is switched off during the summer months. Please contact the reception if you would like it to be turned on outside of the winter season.

DOGS / PETS

Dogs are also warmly welcome at our hotel. A fee of €35 per animal per night applies to cover additional cleaning costs. Dogs must be kept on a leash. You are welcome to dine with your dog on our terraces or at the tables in the lobby. Please also ob-

serve the dog regulations of the Vorpommern-Rügen district; your four-legged friend is also subject to the local visitor's tax.

Between October 1 and April 30, you may use the entire beach in Ostseebad Binz with your dog. During the summer months, dogs are only permitted at Beach Access 2, which is located a short distance from our hotel.

INTERNET

Complimentary Wi-Fi is available throughout the hotel.

Network: Hotspot Grand Hotel

Password: Grandhotel

CHILDREN

Children are always warmly welcome! Our reception and guest services staff will be happy to provide information about events and recreational activities for your children. In addition, our sister hotels offer a children's program, to which every child is warmly invited.

For the comfort of all our guests, we kindly ask parents or guardians to supervise their children and help maintain a pleasant atmosphere. Please also note our children's swimming times in the spa (see notice board).

PILLOWS / BLANKETS

Do you need an extra or special pillow, or an additional blanket? Please contact our housekeeper or the reception for assistance.

DRESS CODE

We kindly ask you to note that wearing swimwear or sportswear is not appropriate in the restaurant or bar.

CREDIT CARDS

The following credit cards are accepted at our hotel: American Express, MasterCard, and Visa, as well as all common EC cards.

CARDS (KURKARTEN)

Please note the visitor's tax in Ostseebad Binz, which currently amounts to €3.40 per day (as of autumn 2025). The total amount will be settled at the reception at the end of your stay. Please always carry your tourist card with you, as it entitles you to access the beach, all public restrooms, and bus 27 to Prora. For information on additional benefits of the tourist card, please contact our reception.



CHARGING CABLES / ADAPTERS

Please feel free to ask at the reception if you have forgotten your charging cable or need a power adapter. We have charging cables from various manufacturers available for you.

ELECTRIC VEHICLE CHARGING STATION

You are welcome to charge your electric car in our underground garage, provided you have booked a parking space with us. Our reception staff will be happy to provide information and instructions for use.

LIMOUSINE SERVICE

To start your holiday perfectly, we offer transfers to the hotel and back to your home at the end of your stay. If you are interested, please ask our reception staff for assistance.

MASSAGE

For advice or to book a massage appointment, please contact our wellness staff or the reception.

MINIBAR

You are welcome to enjoy the drinks provided in your minibar. Additional drinks can be ordered for a fee via the in-room menu or at the reception.

SEWING KIT

A small sewing kit is available in your wardrobe. If this kit is insufficient or you require a sewing service, please contact our housekeeper or the reception.

EMERGENCY EXITS

Our hotel has numerous clearly marked emergency exits. Detailed instructions can be found on the floors and in your room. Please familiarize yourself with the emergency exits.

PUBLIC TRANSPORT / LOCAL TRAFFIC

Our reception staff will be happy to provide information about bus and train connections on Rügen.

PARKING

You have the option to park your car in our underground garage for a fee. If your vehicle is taller than 1.90 m, please inform the reception. Our forecourt is reserved for vehicles over 1.90 m. We will be happy to park your car for you, and you can collect your car key at the reception afterward.

POOL / SPA / SAUNA

Our pool in the basement is open daily for your use. Please wear swimwear. Due to the risk of slipping, we also recommend wearing pool shoes. We are

happy to welcome you with your children; please note the children's swimming times and be considerate of other guests.

SMOKING

We are a non-smoking hotel. Therefore, smoking is not permitted in any public areas of the hotel or in the rooms. Please be considerate of our non-smoking guests. Of course, you may smoke on your balcony. If you need an ashtray for your balcony, please contact our housekeeper or the reception. Additionally, a smoking pavilion is available in the hotel garden for our guests who smoke.

UMBRELLAS

For the hopefully few "bad weather days," umbrellas are available for loan at the reception.

RECEPTION

Our reception is staffed 24 hours a day and is available to assist you personally or by dialing 509 for any questions or requests.

SAFE

Your room is equipped with a personal safe. Please note that the hotel does not accept liability for valuables stored in the room. You are also welcome to leave your valuables at the reception for safekeeping.

SHOE POLISHING SERVICE

Would you like to use our shoe polishing service? We will be happy to assist. Simply place your shoes outside your room door by 11:00 PM. A shoe polishing machine is also available in the basement of Building 1.

SHUTTLE SERVICE

We will be happy to drive you to Binz main train station on your departure day. Please register at the reception at least one day before your departure.

BEACH TOWELS

We kindly ask you not to use hotel linen outside the hotel. Beach towels are available for your use; please contact the reception.

BEACH CHAIRS (SEASONAL)

A beach chair can be rented at the reception for the entire day or the afternoon (subject to availability). We also offer sun loungers for rental.



MEETINGS / CELEBRATIONS / WEDDINGS

We will be happy to organize your next celebration or meeting. Please contact our reception staff or write directly to: bankett@grandhotelbinz.com.

TAXI

If you would like a taxi, please contact our reception.

TECHNICAL ISSUES

For any technical issues in your room, please contact the reception.

TELEPHONE

Your room is equipped with two telephones. To make an external call, please dial "0" followed by the desired number. To contact another room, please dial the room number.

THAI-BALI SPA

Our Ayurvedic practitioners will be happy to advise you on the Ayurvedic massages and treatments offered in our Thai-Bali Spa.

TURN-DOWN SERVICE

We are happy to provide this evening comfort service for you. Please contact our housekeeper or the reception to arrange it.

VALET PARKING SERVICE

We will park your car for you. Please contact our reception staff or the parking attendants. The valet parking service is free of charge.

DISPLAY CASE SALES

In our display cases, you will find a selection of souvenirs, fine gifts, and jewelry. These items can be purchased at the reception.

LAUNDRY SERVICE

Please use the designated laundry forms and bags for our laundry service. If you have any questions, please contact our housekeeper or the reception.

WAKE-UP SERVICE

Our reception staff will be happy to arrange your desired wake-up call.

NEWSPAPERS / MAGAZINES

A selection of newspapers and magazines is available at the reception.

CIGARETTES

The cigarette vending machine is located in the basement of Building 1. An age verification card can be obtained at the reception.

ROOM CLEANING

Your room is cleaned daily by 4:00 PM. If you do not wish for your room to be cleaned on a particular day, please hang the "Please do not clean today" sign on your door. Alternatively, you can activate the red light next to your room door. If you would like your room to be cleaned at a specific time, please contact our housekeeper or the reception.

*Thank you for being our guests.
We wish you a pleasant and relaxing stay.
We are always happy to assist you at any time.*

