

Welcome to the Bavarian Inn Lodge!



We are honored to have you and your family with us and want you to enjoy your stay. Our top priority is the enjoyment and safety of all our guests. With everyone's effort and common courtesy, your visit will be a fun-filled and safe experience.

1. Many of our guests enjoy retiring early. Please close your guest room door by 10:00 p.m. Remember that "It is sleepy time in Frankenmuth." We also request that you refrain from slamming guest room doors at any time during your stay.
2. Running and "roughhousing" may lead to accidents. Please make sure that your family members conduct themselves in a manner that will not disrupt other guests. You may report inappropriate behavior to the Front Desk or any Lodge team member.
3. Unsupervised children should not be left at any time in the pool area or to roam the facility. Managers will escort unsupervised children to their parents and/or guardians.
4. The *Courtyard Pool* and *Whirlpool* are ONLY for adult guests ages 21 and older.
5. We prohibit coolers, picnic lunches, and other food items in any public areas including the *Family Fun Center*, *Courtyard*, and *Lobby* areas. Michigan Liquor laws prohibit consumption of alcoholic beverages not purchased from us in all public places of the Lodge. Only food and beverages purchased from *Oma's Restaurant*, *Lorelei Lounge*, *Gift Shops*, and the *Ratskeller* are allowed in these areas.
6. The Bavarian Inn Lodge is a Smoke Free Facility. Smoking or vaping of any kind will result in a \$300 fee. The law requires that smoking cigarettes be a minimum of 30 feet from the building. State of Michigan Law requires that individuals must be 21 years of age to purchase alcohol. Our staff will enforce all Michigan alcohol and tobacco laws.

The Lodge staff monitors the hallways, stairways, and elevators to keep all areas quiet and secure. If we find guests who are excessively noisy or behaving improperly, we will not hesitate to approach them and immediately correct the situation. We will not allow a few individuals to spoil the visits of other guests.

We wish each of you an enjoyable and safe visit. Thank you for remembering to be courteous and respectful to other guests and the Lodge facility.

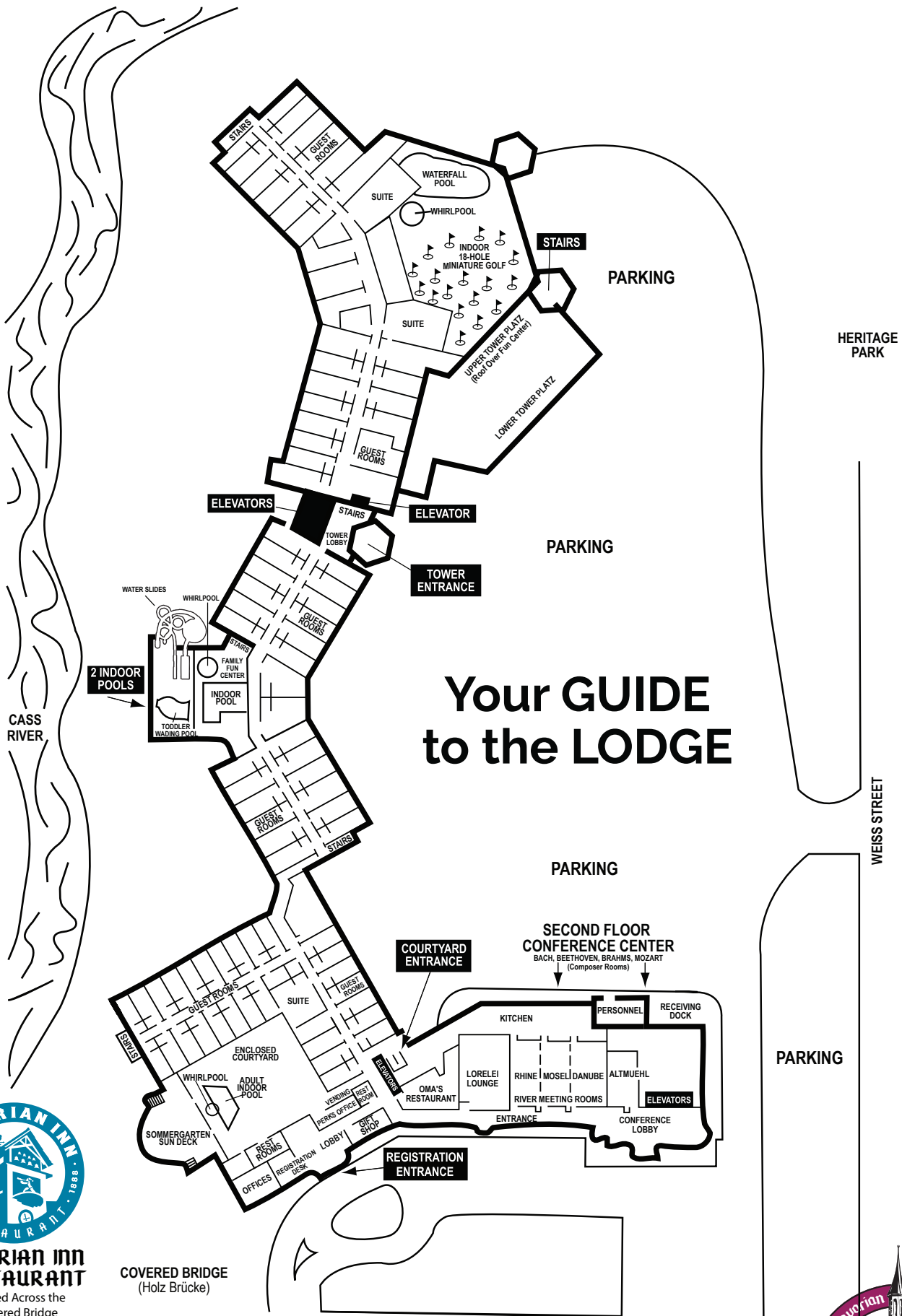
Michael *Martha*

Michael Keller
Zehnder
General Manager

Martha Zehnder
Kaczynski
Vice President

Have a Fun & Enjoyable Stay!





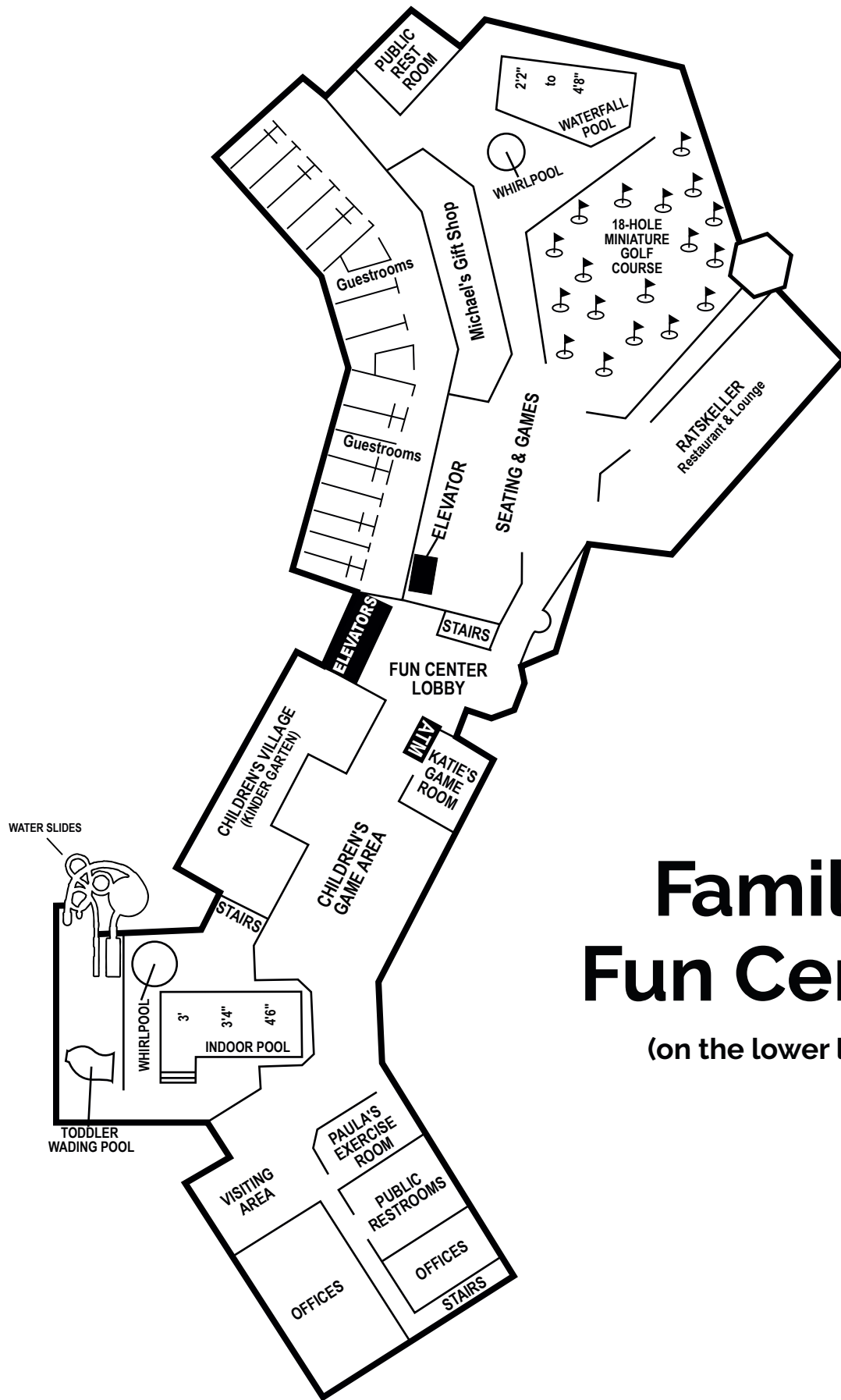
Your GUIDE to the LODGE



BAVARIAN INN RESTAURANT
 Located Across the Covered Bridge

COVERED BRIDGE (Holz Brücke)





Family Fun Center

(on the lower level)



Guest Services

ATMs-----Press Hotel Operator Button

There is an ATM located in the Family Fun Center by the Children's Play Village and in the lobby next to the Front Desk.

Charge Privileges -----Press Hotel Operator Button

The charge privilege cards you were given at check-in may be used to make purchases at any of the following properties: Bavarian Inn Lodge, Bavarian Inn Restaurant and the Castle Shops at Bavarian Inn Restaurant. Guests are responsible for all charges upon check-out. Guests may obtain a charge privilege card by giving a credit card number at the Front Desk.

Check-In/Check-Out --Press Hotel Operator Button

Check-in is 3:00 p.m. and check-out is 11:00 a.m.

Copy Services -----Press Hotel Operator Button

Please call the Hotel Operator for information on copy service and fees that would apply.

Cribs & Rollaways ---- Touch Hotel Operator Button

Cribs and rollaways are available for an additional charge by calling the Hotel Operator.

Fire Safety

This property is fully equipped with modernized fire prevention systems. However, for your additional safety, please familiarize yourself with the fire alarm locations, exit routes, and the safety guide. A Fire Escape Plan is located within this directory along with a map posted on the back of each guest room door.

Fitness Center

Exercise facilities are located in the Family Fun Center. This area is open from 7:00 a.m. until 11:00 p.m. Please use your room key to gain entrance. This facility is for individuals 16 years of age and older.

Heat/Air Conditioning - Press Hotel Operator Button

We want your stay to be as comfortable as possible. Feel free to change the settings to your liking. Check the controls for instructions or call the Hotel Operator for assistance. Please be advised that our Energy Management System automatically turns off all heating and air conditioning settings for 10 minutes every hour. If your heat or air does not turn back on within 15 minutes, please contact the hotel operator.

Housekeeping ----- Press Housekeeping Button

If you need additional items such as linens, blankets, towels or pillows (2 additional pillow limit per room).

Ice, Microwave and Vending Machines

Located on each floor near the elevator floors (1-4).

Lost & Found -----Press Hotel Operator Button

If you have either lost or found an item, dial 0 for the hotel operator or please go to the Front Desk and they will be happy to assist you.

Mail-----Press Hotel Operator Button

There is a mail receptacle at the main entrance of the hotel for all outgoing mail. It is picked up Monday through Friday by noon. If you are expecting mail to be delivered to you while you are staying at the hotel, please let the Front Desk know.

Newspapers----- Dial 3540

Frankenmuth Newspaper is available in Martha's Gift Shop near the Front Desk. Complimentary for overnight hotel guests.

No Smoking Policy

In accordance with the State of MI law, Bavarian Inn Lodge is proud to offer you comfortable smoke-free guestrooms and balconies. If there is a violation of this policy, a \$300.00 deep cleaning fee will be added to your guest room account. Vaping is not allowed.



Guest Services

Noise Complaints

Noise complaints may result in an additional charge if it becomes necessary to compensate other guests as a result of an adjacent guest room non-compliance with quiet time hours from 10:00 p.m. to 7:00 a.m.

Pets / Service Animals

Pets are NOT allowed in our facility. Any room found to have a pet will forfeit their deposit and be assessed an additional \$300.00 deep cleaning charge. Exceptions for Service Animals are allowed. Please inform our Front Desk Staff if you're traveling with a Service Animal so we may alert our staff and best assist you.

Pool Cleaning

Fun Center Pools are closed daily from 8:00 p.m. to 8:30 p.m. to check the water chemistry to ensure your safety and maximum enjoyment of the pool areas. In the event that a pool area requires service or maintenance, we reserve the right to shut that area down, without notice, until management has deemed the area to be safe and functioning properly.

Privacy

When you do not wish to be disturbed, please put the "Do Not Disturb" sign out on the lock of your guest room.

Quiet Hours

As a courtesy to other guests please observe quiet time in Frankenmuth from 10:00 p.m. to 7:00 a.m.

Reservations

We would be pleased to assist you when making plans for your next visit. To make a reservation, dial "0" or speak with a Guest Service Representative at the Front Desk.

Shuttle Service ----- Press Hotel Operator Button

There is FREE shuttle service which runs between the Bavarian Inn Lodge, Bavarian Inn Restaurant, and Frankenmuth River Place Shops. The shuttle departs from the main entrance (by the Front Desk) every 10-15 minutes. Please call the Hotel Operator for the hours of operation.

Wake-Up Calls ----- Press Hotel Operator Button

Please call the Hotel Operator to schedule your wake up time, or program the time you desire through our voice mail system.

Water Park Wristbands

Wristbands for the water park are distributed at the time of check-in and are valid for pool admission during your stay. Replacement wristbands are \$15.00 per wristband.

Weather

For up-to-the-minute weather information, tune in to Channel 15 on your television.

TIPS

Connection to "Bavarian Inn" is possible on all wireless adapters.

Some laptops have a switch or button in order to enable or disable the wireless adapter. Make sure that your wireless adapter is enabled to ensure connection.

Please call the Hotel Operator to request assistance if you have difficulty making a connection. Someone from our staff will be happy to help.



Wi-Fi Instructions

Complimentary Wireless Internet access is available to all of our hotel guests and conference guests thanks to both Air Advantage and Single Digits.

The WiFi name is **Bavarian Guest Access**.

In order to connect, access a web browser which will open the WiFi access page. From the access page, select “Complimentary” and enter your email address.

If you have troubles connecting please call Single Digits Support at (866) 540-8527.

Telephone Dialing Instructions

Hotel Operator-----Dial “0”

Room to Room

If the guestroom is a 4 digit number, just dial the number. If the guestroom is a 3 digit number, dial a “2” in front of the room number. To contact another hotel guest when you do not know their room number, please call the Hotel Operator and they will connect you.

One Touch Keys

Calls within the Lodge and Bavarian Inn Restaurant are connected by touching the corresponding key.

Local Calls

There is no charge for local calls. Touch the “Local Call” button, then dial the number.

Long Distance (Calls Charged to Guestroom)

There is a \$.75 charge plus an additional surcharge for each call per minute. Touch the “Long Distance” button + 1 + Area Code + Phone Number.

Long Distance - Credit Card, Calling Card, Third Party or Collect Calls

There is a \$.75 charge for each call. Touch the “Long Distance” button + 0 + Area Code + Phone Number.

Messages

A flashing red light on your phone indicates you have a message See the following page for voice mail instructions.

Toll Free Calls

There is no charge for toll free calls. Touch the “Long Distance” button + 1 + Toll Free Number.

Do Not Disturb

To restrict all incoming calls during your stay, call the Hotel Operator and request that they restrict incoming calls. In an emergency, the Hotel Operator can override this feature.

In the event of an Emergency

Please call 9-1-1 and inform the Hotel Operator (Dial 0) that Emergency services have been contacted.



Important Telephone Numbers

Hotel Operator -----	0
Bavarian Inn Restaurant -----	6144
EMERGENCY -----	HOTEL OPERATOR
Front Desk -----	Hotel Operator
Housekeeping -----	Hotel Operator
Lorelei Lounge -----	3581
Maintenance -----	Hotel Operator
Martha's Gift Shop -----	3540
Michael's Gift Shop -----	3544
Oma's Reservations -----	Hotel Operator
Perks Club -----	3524

Ratskeller -----	3530
Room Service -----	Hotel Operator
Sunday Brunch Reservations -----	Hotel Operator
Wake-Up Calls -----	Hotel Operator
	(Or use option in Voice Mail)

Pretzel Making Reservations -----	6144
Bavarian Inn Lodge -----	989-652-7200
Frankenmuth River Place -----	989-652-9043
Bronner's CHRISTmas Wonderland -----	989-652-9931
Outlets of Birch Run -----	989-624-7467

Voice Mail Instructions

From Your Room Phone:

1. Press the Voice Mail button to access your voice mail. The first time you access the system, you will hear a welcome greeting and information about special Lodge activities. You will then have the option to set up your own wake up call.
2. The system tells you if you have new messages. If you do, the system plays the message. If there are no messages, the system gives you the option to set up your wake up call or change your hotel guest directory.

From Another Phone in the Hotel:

1. Dial 46 and then 8 followed by your room number. If your room number is only 3 digits, add the number 2 in front of your room number (Example 2213 = room 213). The security code for your voice mail is 7425.
2. When you hear the greeting message, interrupt it by pressing the following keys in quick succession: the star key (*), your password if you changed it (default is 7425), and the pound key (#).

If you have Voice Mail

- 1 - Save
- 2 - Delete
- 3 - Hear message again



Gift Cards Available!



VALID AT:

- Bavarian Inn Lodge
Including restaurants and gift shops
- Bavarian Inn Restaurant
Including Castle Shops and Michigan on Main
- Frank's Muth
- Frankenmuth Cheese Haus
- Covered Bridge Gift Shop
- Select stores in the Frankenmuth River Place Shops

THIS GIFT IS EXCELLENT FOR:

- Weddings
- Birthdays
- Holidays
- Anniversaries
- Graduations
- Christmas
- Special Occasions

Treat your family to an Enjoyable Frankenmuth Experience!

