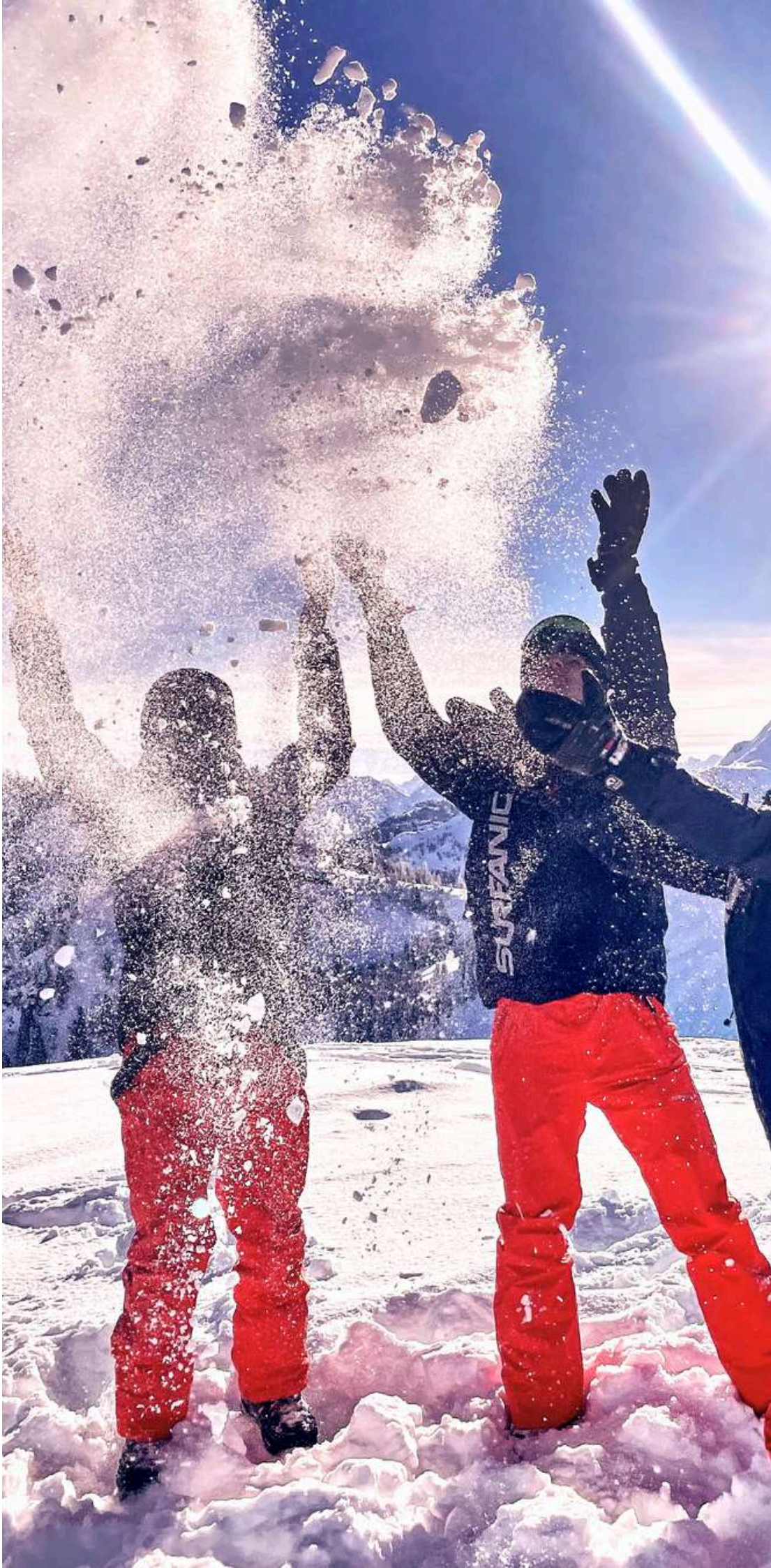


Staffler 24/25

Ing.Hochmuthstrasse
166. A-6314 Niederau.
Austria
info@stafflerhotel.com
www.hotelstaffler.com



ALL THE INFO YOU'LL NEED DURING YOUR STAY

A very warm welcome to the Staffler, absolutely service led, multi award winning, family run and boasting ski guiding, high speed wifi, exclusive all channel sport, complimentary homemade cakes and biscuits and so much more.

The Staffler is the oldest hotel in Niderau. More chalet-style, she has a fantastic original alpine feel and the best sunny position, close to the slopes. The food is always homemade, tasty and plentiful – an extensive buffet breakfast, lots of soups, great mains and mostly traditional British puddings.

*We hope you enjoy your
stay,*

Yana & Nick





AFTERNOON TEA

Served every afternoon from 15:30 until 17:30. Complimentary homemade cakes and biscuits when ordering a drink, delicious and very popular with guests and those others staying in resort. Enjoy with a drink or our great range of coffees, teas and hot chocolates.

BACON ROLLS & LOTS MORE

Alongside our buffet breakfast each morning we've a great range of paid for options. We've added a sample Breakfast Menu' on this Information page. These are also on all guest tables each morning.

BREAKFAST

Usually served 0700 till 0915 and buffet style with paid for cooked options. Please note that breakfast times may alter.

BALCONIES & GLASS DOOR SAFETY

Take extra care on balconies, especially with young children, they should never be left unsupervised.

Keep any furniture away from railings or walls.

Do not attempt to climb from one balcony to another or jump into the snow from the balcony.

Glass doors, including patio doors in rooms are sometimes but not always marked with a sticker.

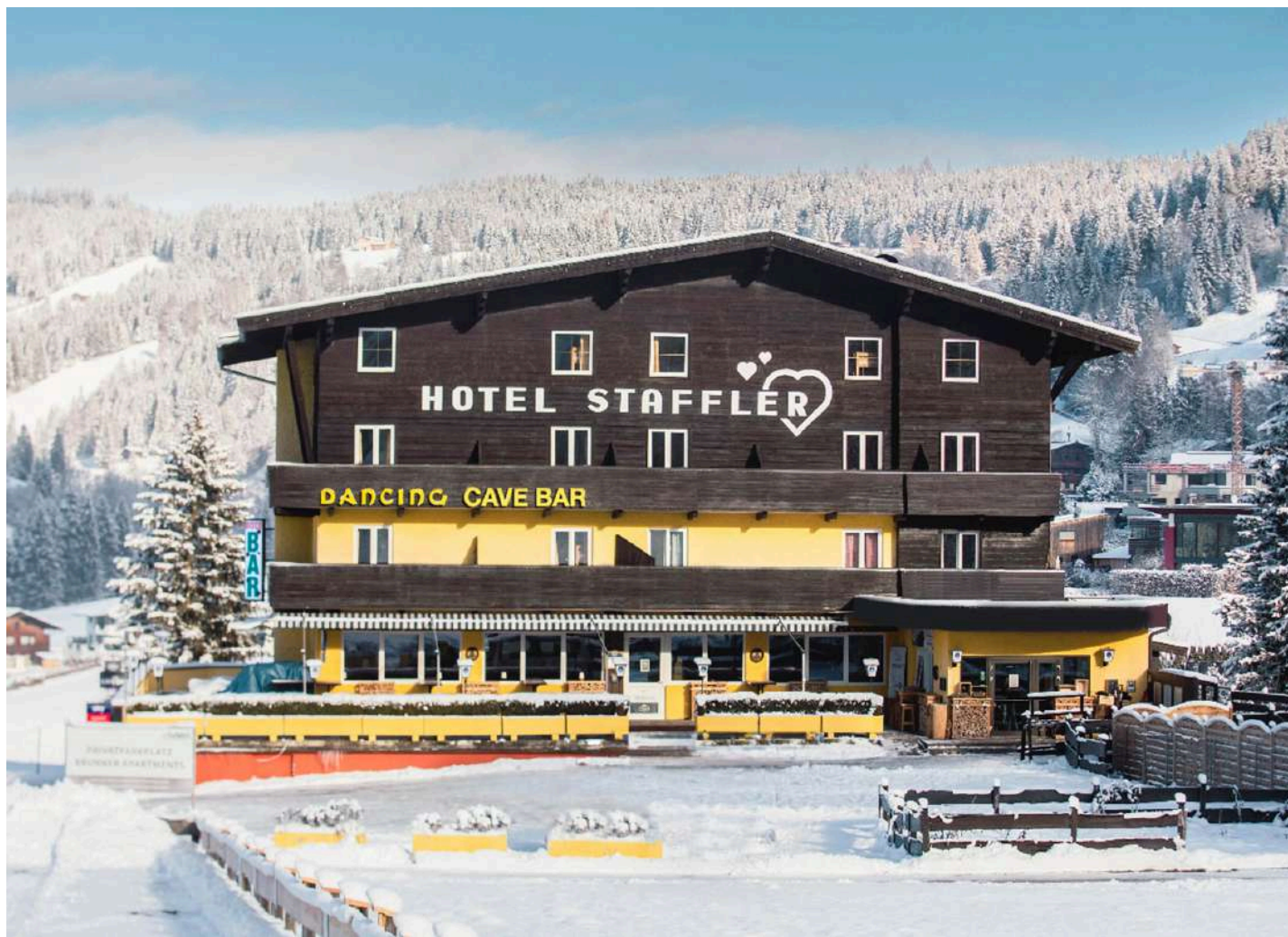
Please take care when using these doors as it may not be obvious they are closed.

BUS TO WORGL

Leaves from the same bus stop as the ski bus. It drops and picks up from the train station in the centre of town. The timetable is available at reception

CHECK OUT

Rooms will usually be ready from 1500 on the day of arrival and should be vacated by 1000 on the day you leave. We always try to offer a room for changing and showering for those skiing on departure day – sometimes on busy weeks, this may not be possible.



BRITISH MULTI SOCKETS

For your convenience we have supplied British multi sockets in your room.

CHEMIST

Apotheke Wildschonau is situated behind the bank in the village. Opening hours are Monday to Friday 0800 till 1230 and 1400 till 1815. Saturday 0800 till 1200. Remember to keep receipts if you need to claim against your insurance. Their telephone number is 0043 533921274.

CROSS COUNTRY SKIING

Cross country ski routes start just outside the hotel – even closer this season. Skis, boots and poles can be hired by the day. It's a great opportunity to try something different!

DAMAGES

Please report any damage to rooms if or when it happens. If you have any issues with your rooms then just let us know.

DOCTOR & DENTIST

The closest local doctor is in Oberau. You'll need your insurance details and passport. The closest chemist is by the bank in Niederau. The closest dentist is in Niederau.

Doctors – opening times;

Monday 0900 – 1700
Tuesday 1230 – 1600
Wednesday 0830 – 1200
Thursday 1230 – 1700
Friday 0900 – 1130

EVENING MEALS

Evening meals are served at 1830 each evening. We would ask that you sit down within about 15 minutes of the published time. We suggest you pre order wine a little earlier so we can organise bottles and glasses to your table.

EATING OUT

If you'd like to eat out just let us know. We can recommend a number of lovely local restaurants.



FACEBOOK & INSTAGRAM

Updated most days. Follow us to keep up to date with what's going on at the Staffler - @hotelstaffler

HAIRDRYERS

Available on request at reception. Keep for your stay and return on departure

IN CASE OF FIRE

On the inside of all the Staffler room doors is a fire notice, which details what you should do in the event of a fire. Please take time to read this notice carefully. Do not tamper with fire fighting equipment or alarms. Please note that smoking is strictly prohibited in all areas of the Staffler including rooms and balconies.

Stay calm – do not panic.
Do not stop to pack or collect personal belongings.
If your escape route appears to be clear, leave your room immediately.
Exit the building as quickly as you can, closing the doors behind you where possible.

INTERNET

Hi-speed wifi is available to all our guests and customers visiting O'Malleys. The password is publicised at reception and in the bar and is changed regularly.

JELLY BEANS

There is a small jar of complimentary original Jelly Beans in your room on arrival. Gluten free, Gelatine free, Dairy free, Fat free, Peanut free, certified OU Kosha and with only natural flavouring and colouring.



LIFT PASSES

The local 'Ski Jewel' lift pass can be purchased at the lift station close to the hotel. If you are guiding you'll need the Salzburg Super Ski Card, purchased from reception.

MAINTENANCE

The Staffler creaks and moans a little and needs a lot of love and attention. Please let us know if anything in your room needs attending to. We'll try to fix it as soon as possible.

MEALS TIMES

Breakfast is served from 07:00 till 09:15.
Evening meals are at 1830.

MENU

At breakfast each morning and throughout the day your evening meal choices will be displayed both in reception and the dining room. Please let us know, by the end of breakfast if there are any aspects of your dinner you would like to discuss.

MONEY CHANGE

The local bank is very close to the Staffler. There is an ATM outside. We are happy to change any Sterling cash you may want to change into Euros at the current Bank Rate. We don't charge commission.

NEWSLETTER

We publish regular Staffler Newsletters throughout the year. If you would like to be added to our mailing list then simply let us have your email address on departure.

NON SKIERS

Details of the many options for non skiers are available at reception.

O'MALLEY'S

O'Malley's is open all day, every day till late. It's both hotel and public bar and therefore is often very busy. We've great hot chocolates, coffees and teas and a range of pizzas.

We're happy to be a 'Hofbrauhouse' – draft and bottled beers supplied by this famous Munich brewery. There's comfortable seating, streamed TV, great music and a fantastic atmosphere. Complimentary afternoon Tea when any drink is purchased and served everyday from 15:30 until 17:30. We've a great selection of Gins and a number of cocktails.



PILLOWS

On the beds and all non allergenic.

RECEPTION

Reception is officially open every day from 0700 till 0930 and again from 1530 till 1800. Our office behind reception is frequently in use and staff are often on hand and can help with any questions.

ROOM CLEANING

Rooms are cleaned daily feel free to ask for anything you need at any time.

ROOM KEYS

Please always leave keys at reception in the box when not in your rooms. There is only one key per room. If you lose your key there's a replacement charge of €75. Please remember to leave your key in the key box when you depart for home!

SKI BUS STOP & TIMETABLE

The ski bus stop for Auffach is the wooden hut at the top of the road next to the Hotel Austria. The timetable is available at reception. Buses leave on time and don't wait! The bus is free and journey time to Auffach is about 15 minutes.

SKI GUIDING

We offer complimentary ski guiding for Staffler guests throughout the season. Guests share the cost of our guides drinks (non alcoholic) and lunch.' You'll need the Salzburger Ski Card purchased from reception.

SKIS, BOARDS AND BOOTS, SKI SCHOOL & PASSES

We recommend Ski Margrieter situated opposite the Red Ski School office, close to the main lift. Not only do they offer an excellent level of service and a full range of equipment but all our guests enjoy a 10% discount on published prices when booked online or directly in resort. You are also guaranteed the newest equipment. Directions at reception.

Guests considering utilising online booking via SkiSet should note that equipment provided can be up to four seasons old and with our Staffler Guest 10% concession prices are often no more competitive.

For lessons we recommend Ski School Aktiv. Hotel guests receive a 5% discount on all published prices when online or directly in resort.

Guiding passes are purchased and issued from reception.



SECURITY

We rarely have problems with valuables and personal items. Normal precautions should be taken, however. Room keys should be left in the box by the reception. The hotel main door is left open 24/7. There are no room safes.

SKIS & BOOTS

Skis and boots should be stored in the cellar ski room at all times – skis in the ski 'pen' whenever possible. Specific areas are highlighted for specific room numbers.

Personal footwear and clothing should also be kept in your room or the ski cellar and not in reception or the bar area. We have a duty to keep these areas clear at all times for the safety of our guests.

Ski boots must not be worn in the bar or restaurant or on the stairs to the upper floors and skis should not be left in reception and any equipment left outside the hotel is at your own risk.

SMOKING

The Staffler is completely non-smoking including rooms and all balconies, reception, the bar and lounge area and the dining room. O'Malley's, as part of the Staffler is also non-smoking.





ROOM HEATING

We'd be grateful if you could turn your room and bathroom radiators down or off when going skiing for the day and overnight rather than simply opening a window.

SOCIAL MEDIA

We vlog regularly throughout the season. We post these on our Facebook page and then add them to our Staffler YouTube channel. We'd be grateful if you would subscribe. We also post regularly on Instagram so please share our posts with your friends!

STAFF TIPS

We don't add any service elements to guest accounts. All gratuities are shared between our staff. Simply 'feed the pig' in O'Malleys or reception.

TELEVISION

We offer an 'all channel', streamed TV and sports package. The weekly program is published in O'Malley's and around the resort. It's available in O'Malley's.

TOWELS

Towels are not routinely changed during your stay. We are the proud recipients of a Trip Advisor 'Green Leaders' Silver Award and try to save on vast quantities and detergents consumed to wash towels used just once. If you would like towels changed or additional towels just let us know at reception – bring your old towels down please so we can simply swap them for new ones.

TRIPADVISOR & MORE

We're justifiably proud of our wonderful reviews which place us as the top rated hotel in the Wildschonau. We are also positively rated on Google, Facebook and across a number of online Travel Agents.

We are also recipients of their 'Travellers Choice' Award for families and service – rated the 14th best hotel in Austria in this category. Not bad for a little old Gasthof!

We would be very grateful if you could write a review during your stay or when you return home. We also enjoy a 4.8 ranking on Facebook and a 5 Star rating on Google.

WE CARE

We work really hard with all aspects of sustainability at the Staffler. Take a look at the many ways we try to support climate initiatives: www.stafflerhotel.co.uk/eco-friendly

WATER

Our tap water is lovely! Available all day, everyday. We fill up our glass bottles daily and put these out at dinner. There are glasses in all our guest rooms and a bottle fridge in reception. Just help yourselves. Please bring your empty bottles down for refills.

WINTER WALKS

There are lots of winter walking trails in and around Neiderau. Details available at reception

WhatsApp

Join our unique WhatsApp group for our guests for information on 'all things Staffler' during your stay.

FREE SKI GUIDING AT THE STAFFLER

They say , no such thing as a free lunch they say but there is free guiding at the Staffler!!

It all started in Gerlos in the Zillertal – winter 1981/82 – yep, that's 44 years. Buddies Holidays and an opportunity to help guests ski around Gerlos as it was during their stay – out most days and always back for the traditional 'Tea Dance' at the Gaspingerhof hotel – 'Buddies' table reserved each and every afternoon from 1530 till 1800.

Not content with just guiding alone we introduced a 'Party on the Piste' – madness really! Setting up a snow bar on the mountain with food and drink 'a plenty' and even building the odd snow jump to try out after copious glasses of wine! Heady times...

A few seasons under our belts and on to pastures new with 'Just Ski' and 'Just Ski Schools', our own homegrown Tour Operation and guiding most days with some great characters – memories of the 'Pasta Run' – Mongenevre into Clavier and a long lunch and 'rifle' bottle of Chianti and mountains of pasta and then a ski home. Wonderful!

Then on to the Staffler – some 24 years now and from small beginnings a guiding service that now encompasses most days and gathers up lots of guests utilising the Salzburger Superski pass', our own minibuses, the odd coach and a number of guides – six this winter. It's all got just that bit more formal but really does remain an absolute USP that has followed us around since the start!



OUR STAFFLER SKI GUIDING CONTACTS

You'll need your phone with you, fully charged each and every day you are guiding. Our guides also have these details on their phones which you can download.

Remember to always carry a copy of your passport and any applicable insurance documents at all times and cash as well as cards for drinks and lunch as lots of mountain restaurant are cash only.

You are also responsible for paying for your guides drinks (non alcoholic) and lunch



GUIDES

Gaston: [005492944243158](tel:005492944243158)

Ariel: [005492944306945](tel:005492944306945)

Rhett: [0027 74101 1444](tel:0027741011444)

Lollipop: [0044 7596 374892](tel:00447596374892)

Nick: [00447784730705](tel:00447784730705)

Yana: [00447933145321](tel:00447933145321)

EMERGENCY NUMBERS

HOTEL STAFFLER

[0043 5339 20096](tel:0043533920096)

Mountain Rescue: [140](tel:140)

Medical (our 999): [144](tel:144)

Our Resort Doctor: [0043537269660](tel:0043537269660)

Kufstein Hospital: [0043537269660](tel:0043537269660)

Innsbruck Hospital: [004350504](tel:004350504)

LOCAL NIEDERAU TAXI

(Franzl): [004353398219](tel:004353398219)

APOTHEKE WILDSCHONAU (Chemist)

Open Mon to Fri 08:00-12:00 14:00-18:15 Sat

08:00-12:00 Sun CLOSED



THE NAIL GAME

It's more than just a game. One hit, one chance!

The Nail Game is very popular on the terrace at the Staffler. It's both family friendly and an adult drinking game. There are instructions behind the logs - our bar staff can also advise.

Hammer and nails are handed to those who want to play - a specific number of nails for the number of people playing. The game is competitive with the person last to hammer the nail into the log responsible for the purchase of a round of shots - normally Jagermeister.

Unaccompanied children (15 and under) are not allowed to play the nail game. Children are allowed to join in with an adult group and in keeping with the rules of the game they will get a complimentary 'Kinder Schnapps' (orange or apple juice in a shot glass) as part of the losers round.

