

Guest Information

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# The 'All Things Staffler' Handbook

Multi award winning, family run and 'Service Led' always!

Join us for our nineteenth Season celebrations!



# All Things Staffler

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## An 'A to Z' guest information guide

A VERY, WARM WELCOME to the Staffler, multi award winning and family run and boasting complimentary high speed internet, exclusive all channel sports, afternoon homemade cakes and biscuits, complimentary ski guiding and an absolutely service led approach.

The Staffler is the oldest hotel in Niederau. 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've a number of new features again this season!



### AFTERNOON TEA AT O'MALLEY'S

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!

A local roll generously filled with back bacon – supplied by well known UK butchers - Clarke's of Halesworth, Suffolk. Only 5e each or 6e topped with a local Wildschonau egg and complimented with Heinz Ketchup, HP Sauce or Colmans Mustard. Also available as a fill this season – pork sausages! Why not try our 'breakfast in a roll' – egg, bacon and sausage! Menus on breakfast tables each morning.

### BALCONIES AND 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.

### BREAKFAST

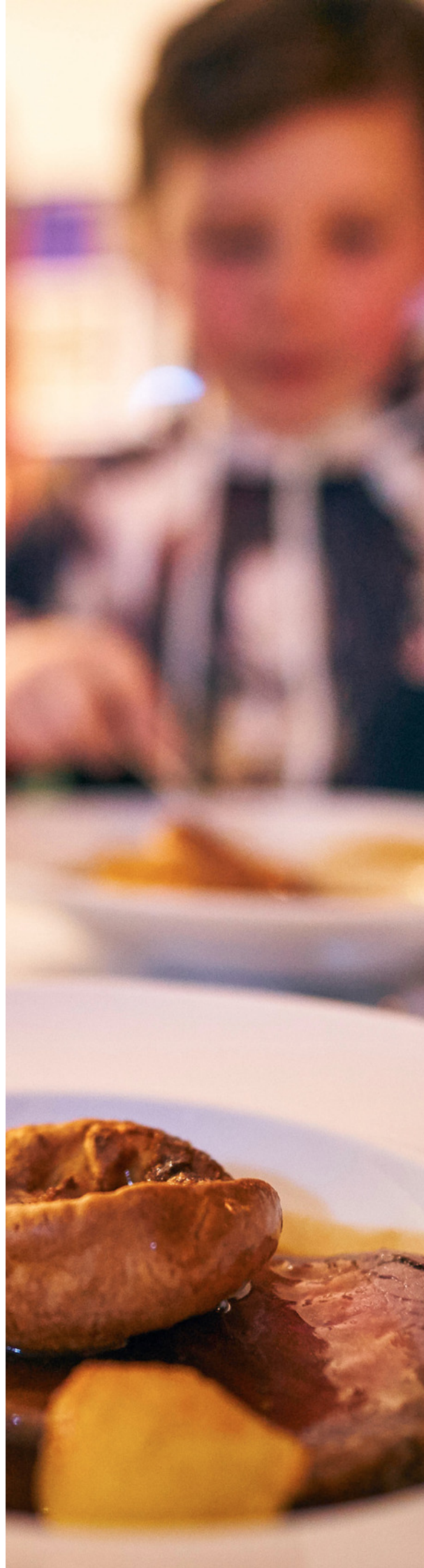
Served from 07:30 till 09:30 buffet style. Please remember to complete your menu cards on your table each morning for your evening meal choice.

### BUS TO WORGL

The Post Bus leaves from the same bus stop as the ski bus. It drops you and picks you up from the railway station in the centre of town. The timetable is available from reception.

### CHECK OUT

Rooms will normally be ready from 1400 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 is simply not possible.







#### CHEMIST

Apotheke Wildschonau is situated behind the bank in the village. Opening hours are Monday through Friday – 0800 till 1230 and 1500 till 1900 and on Saturdays from 0800 till 1230. 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 EHIC (subject to Brexit negotiations), Insurance details and passport. You will have to pay for treatment and any drugs. The closest chemist is by the bank in Niederau. The closest dentist is in Niederau.

Doctor opening times – Monday through Friday 0900-1700 & Sunday 1200-1700

#### EATING OUT

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

#### ENGLISH MULTI SOCKETS

For your convenience we have supplied an English multi socket in your room.

#### 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.

## FACEBOOK

Updated pretty much everyday. Why not 'like' us at Hotel Staffler to keep up to date with what's going on @hotelstaffler

## GAMES ROOM

Seven days a week from 1600 and with access through the boot and ski room and stairs to the basement the large bar in the Cave has now been converted into a games room for guests – pool, table football and darts. Drinks, snacks and pizzas should be purchased at O'Malley's and carried down to the Cave. The room and games are available throughout the Cave opening times with normal bar opening hours from 2200.

## GUEST CARDS

Available on completing your Registration details when you arrive. You may be asked to produce this to use the local ski bus. The card offers a number of discounts on services locally and the Wave pool in Worgl.

## HAIRDRYERS

Available 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.

### In the unlikely event of a fire:

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

High speed Internet access is free to all our guests and everyone who uses O'Malley's and the Cave. Utilise 'Staffler Guest' as your access code and add the current password – ask any member of staff. The code is randomly changed each week. No laptop or smartphone charging in O'Malley's please.

## 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.

## KOFRA COFFEE

New this season we are both excited and proud to offer our own blended bean from Kofra Coffee in Norwich – 'Cerrado'. Brazilian Fair Trade and absolute origin traceability.







### LIFT PASSES

We issue the majority of Lift Passes from reception at the Staffler. You will need the Salzburger SuperSki pass for Guiding

### 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 07:30 till 09:30. Evening meals are at 1830.

### MENU CARDS

On your breakfast table each morning highlighting the evening meal choices. Please complete the card and ask any questions you like about what's on offer.

### 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 e- 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 so is often very busy. We've great hot chocolates, coffees and teas and a range of pizzas, snacks, all day 'specials' as well as a great pint of Guinness!

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

New pillows plus spares in all rooms. All are non -allergenic.

## RECEPTION

Reception is officially open every day from 07:30 till 10:00 and again from 15:30 till 18:00. 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. There is always a supply of additional toilet rolls in a box on the first-floor landing.

## 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 with your Guest Card - journey time to Auffach is about 20 minutes.

## SKI GUIDING

We offer a complimentary ski guiding service for Staffler guests throughout the season. This is a complimentary service though we do ask guests to share the cost of the Guides lunch and drinks. More details can be found at the end of your information booklet. Please be aware that the Salzburger Superski Pass is required for Guiding

## SKIS, BOARDS AND BOOTS, SKI SCHOOL & PASSES

Equipment hire: 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.

Ski School: We recommend 'Ski School Activ' - the Blues. Hotel guests earn a 5% discount on all published prices when booked online or directly in resort. Directions at reception

All Lift Passes excepting the local pass can be purchased and issued from reception. We are the only hotel in the Wildschonau able to offer this facility for our guests.







## 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 AND 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 or outside the hotel.

## 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 as is the Cave

## THE CAVE

Niederau's only late afternoon through early morning multi-activity venue. New this season our games room addition from 1600, six days a week – pool, table football and darts. Access through the ski room door to the basement.

Open from 2200 until late the Cave is popular throughout the Wildschonau.

The bar must adhere to local Austrian licensing laws. Children under 14 years of age are not allowed in the bar after 2200 and must be accompanied by a parent throughout. Children under 16 years of age are allowed in the Cave until 0100.

The club is very popular at times. We make every effort to keep the noise of a popular night-spot in a ski resort generates to a minimum for the comfort of our guests.



## TIPS

We do not add any service elements to any resort accounts. All gratuities are split equally between hotel staff. Simply 'feed the pig' on the bar in O'Malley's, reception or the Cave.

## 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 and sometimes in the Cave.

## 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 are proud of our reviews and our current position as the best hotel in the Wildschonau on TripAdvisor. We are recipients of their coveted 'Five Star' Certificate of Excellence, 'Hall of Fame' and 'Green Leaders' awards.

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](http://www.stafflerhotel.co.uk/eco-friendly)

## WATER

The tap water is clean and pure. We've provided a carafe and glasses in your room for your convenience. Complimentary water at breakfast, dinner and throughout the day - refill bottles if possible

## WEB SITE

The Staffler website: [www.stafflerhotel.com](http://www.stafflerhotel.com)

## WINTER WALKS

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

## WE HOPE THIS INFORMATION IS USEFUL

The best way to find out about the hotel, resort, guiding or anything else you are unsure about is to simply ASK! Our staff are absolutely always happy to help or visit our website [www.stafflerhotel.com](http://www.stafflerhotel.com)

Staffler Winter 2019/20 and 2020/21 Bookings Now Being Taken!

Busy already!



# THE NAIL GAME

## THE NAIL GAME!


The 'Nail Game' is very popular at the Staffler - there are logs outside on the O'Malley's terrace and also in the Cave. It's an adult drinking game and lots of fun. There are instructions behind the terrace logs and bar staff in O'Malley's and the Cave can explain how the game works for those who don't know.

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.

Bar staff in the Cave operate a 'trust' system in terms of shot purchases.

Unaccompanied children 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.



A close-up photograph of two people wearing ski helmets and goggles, smiling. The person on the right has a beard. The background is a snowy mountain slope.

# SKI GUIDING AT THE STAFFLER MORE 'SKI BUDDY' THAN GUIDE

It all started in Gerlos in the Zillertal – winter 1981/82 – yep, that's 38. 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. Imagine the scene!

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 19 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 – five 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!

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Great days out to various resorts combining an opportunity to ski with like-minded folk and enjoy a lovely lunch in any number of handpicked, tried and tested restaurants.

It's absolutely not instruction, it's absolutely not charged for – a complimentary service with no obligation to take part and no liability accepted. You join us at your own risk. It's not for beginners – that's the role of Ski School. It's not for the tentative baby slope skier or someone unhappy facing a 'red' or indeed someone content with just a few kilometres each day.

It is pretty much for everyone else though.

Depending on numbers and the type of skiers, conditions, experience, availability of vehicles and guides we're out pretty much every day.

There are a number of guidelines that we would like to make you aware of:

1. Leaving times are leaving times – end of! Fast and experienced skier groups usually depart early to catch the first lift wherever. First tracks and empty slopes and all that. Intermediate and more tentative groups may leave at the same time or slightly later. It's ultimately the ski guides decision. You need to be organised in terms of kit and equipment and loaded into our vans or ready for the coach. Most everybody is and so you should be too! We leave when we leave.
2. Return times are at the discretion of the guide – guiding usually concludes with a suitable Apres Ski stop hopefully in the sun, on a slope, close to the car park. Expect to be back at the Staffler no later than about 1730 – time for a quick drink in O'Malley's or on the terrace before dinner at 1830.
3. Our vans and organised coaches return directly to the Staffler car park – if you have skis to return or want a quick blast above Niederau then you'll have walk back up the hill – sorry but guides have a post guiding meeting around 1730 each and every night and also have to get the vehicles ready for the next day's guiding. Vans are also utilised for our airport transfers.
4. Guiding is free, as is the transport to and from our chosen slopes. We can't always accommodate everyone in our vans in which case we'll hire in local taxis. The whole guiding group is responsible for the cost of any additional transport we have to buy in – the charge is normally added to your room tab. You travel on guiding days on this understanding.
5. The cost of a guide's drinks and lunch during the day is the group's responsibility. We simply choose a restaurant for its food, service, atmosphere and view. Don't embarrass your guide, simply chip in and sort their drinks and food throughout the day and share that responsibility.



6. We are lucky enough to be able to reserve lunchtime tables at popular restaurants. Tables are booked outside or inside based on the weather. Reservation times are important as is tipping the staff – assuming you are happy with the service.

7. Guides are not allowed to drink during the day. You might want to invite them for a drink on return to the Staffler.

8. We offer contact sheets to all guiding guests – mobile numbers and emergency contacts. It's up to you if you take one of these. We can't be held responsible if you lose it. We offer a quick briefing about the day – usually in the car park or at the top of the first lift. It's up to you if you listen!

9. Many guests have enjoyed guiding with us for many years – for some it's a first step. We always try to match skiers with groups – it's not about being anxious. It's about a group of people enjoying a hill and the company that only guiding at the Staffler can offer. In the unlikely event that you find it difficult to keep up with others or are not comfortable with the group then you can sometimes 'drop down' or 'step up'. You may decide to ski on your own. We always explain the way back to the car park as well as the slopes that might be suitable and our return meeting time – you're then on your own.

Remember to take along some ID and your EHIC card (if applicable) in case of emergency.

Also remember that guiding options are liable to change or cancellation at any time due to changing weather conditions and the availability of guides and vehicles.

The vast majority of guiding is within the remit of the 'SalzburgerSuperski' pass.

SKI GUIDING  
PART AND PARCEL OF 'ALL THINGS STAFFLER' FOR MANY GUESTS!