

Information about the House



BURG RIENECK

Die Burg der Pfadfinderinnen und Pfadfinder in Europa
The European Castle for Guides and Scouts

So that you will feel comfortable at Castle Rieneck, we'd like to make you familiar with the most important matters. Please treat the following as 'rules of the game' for getting along with each other.

● On **arrival**, bedrooms are available from **1 p.m.** at the earliest. Bed linen (pillowcase, duvet-cover, sheet) must be used. As a rule, **your day room will be available as soon as you arrive**. In **exceptional** circumstances, and if agreed in good time, dinner **can be postponed until after 6:30 p.m.** Please report your **final number of participants** to the office, and hand in a **list of participant names and ages**. You can also hire bed linen here.

● Meal-times:	Breakfast	8:00 – 9:00
	Lunch	12:00/12:45
	Sundays	12:00
	Afternoon coffee (if booked)	from 14:30
	Dinner	18:00 – 19:00

The **bell in the courtyard** will call you to meals (it is also used as an alarm bell). We expect that you clear and wipe your table after meals, and lay a place for the next meal for everyone in your group. A sample place setting stands on the left of the serving hatch, you will find crockery in the cupboards. Notice of **days out** should be given to the kitchen or office by **9:00 a.m. on the day before**. You will then receive a packed lunch for your trip, and a warm evening meal. As a rule it is not possible to offer warm evening meals at weekends or on holidays.

● **Lights out/consideration for others.** We ask you to keep **noise to a minimum** during the period between **10:30 p.m. and 7:30 a.m.** During this time the castle gates are locked – you can obtain a key if necessary. During the day, any **electronic musical equipment** (e.g. ghetto blasters) should only be played at a low volume. They must be switched off at night. Please remember that we have to live with our neighbours: anyone who throws things into the valley will have to leave the castle immediately and must reckon with legal action in the civil courts.

● Office hours:	Monday – Friday	7:30 – 12:30
	Weekends/ Holidays	9:00 – 10:30
	– other times by arrangement.	

● Your **contact people** are our administrator **Mrs. Anita Burkart**, the castle manager **Mr. Pit Kallmeyer**, the head of the Programme Office **Mrs. Johanna Fäth** and other Staff. They will help you with all questions or requests relating to your stay (setting up media equipment, programme, tours of the tower, disco, campfire, barbeque). Our cook **Mr. Jonathan Rose** is happy to advise you on everything to do with food.

● **Post** for you can be collected from the office. **Outgoing mail** may be posted in the letterbox next to the programme office. It is emptied daily at 14:00.

● **Kiosk:** In the castle kiosk you can buy snack products, sweets, postcards and stamps. In addition, we also have a wide choice of **soft drinks** as well as several kinds of **beer and local wines** at fair prices. Drinks and the appropriate glasses may be obtained on a 'sale or return' basis, please settle this at the latest right after breakfast on your day of departure. **Please refrain from bringing your own drinks into the castle with you!** The kiosk opens daily about 30-45 minutes after the start of each meal, other times by arrangement. A **drinks machine** is situated in the corridor between the kiosk and the terrace. All bottles from here or from the kiosk carry a deposit.

● **Telephone:**

Please tell your loved ones at home that Castle guests should only be contacted through the Castle office in case of dire emergency!

● **Safety/ First Aid:**

There are **First Aid Kits** at the entrance to the dining room, in the kitchen and the office. Please ask for assistance to find a local doctor.

Fire extinguishers are located on all corridors. **In case of fire**, please use the **fire alarms**. **Inform a member of the castle staff at once!** Our Staff can be reached in the room 'Schweiz' (staircase beside the kiosk) or by telephone (09354-902317). **Emergency phone 112** (Fire or critical injuries).

● **No smoking/ fire prevention:** There is a strict **non-smoking policy** in all rooms of the castle! Equally, naked flames (e.g. candles) are not allowed. Should, as an exception, **candles** be used in a day room, they must be kept under supervision. **By the time the last person leaves the room, every candle must be extinguished!**

● **Parking:** the two signposted car parks below the Castle are available for your use. Please do not park your car in a position where it prevents the **fire brigade** from gaining access. This means not parking in front of '**No Parking**' (**Halteverbot**) **signs**, or the **red-and-white barriers**. Please do not obstruct the **staff parking spaces** in the upper car park, or the **garage entrances** in the lower car park. Non compliance will result in your car being towed away, recovery at your own cost! The area in front of the rubbish bins is NOT a car park, but to allow access for the emergency services should the need arise. **Loading and unloading** in the courtyard: only in exceptional cases for very heavy objects. Vehicles must then be removed from the courtyard immediately! Please **carry** normal luggage up to the castle.

Use of the car park is at **owners' own risk**. BEW Burg Rieneck e.V. accepts no responsibility for damages.

If both car parks are full please park down in the village (see sketch).

At this point we have no option but to give the clear message to people who notoriously insist on parking their cars in the wrong place and simply do not move them to the correct place: you will be asked to leave the Castle. - Furthermore, the group will lose their car park deposit (see GTC).

● **Rubbish:** please help prevent rubbish heaps! **Thorough sorting** of rubbish is essential if we — and you — are to avoid additional costs, and wasting recyclable material. We sort rubbish into: **paper, plastic, other** (in the bins on the corridors) as well as **tins** and **glass**. Please dispose of rubbish by type in the large bins in front of the castle gate before departure. People who don't sort properly the first time get to try again under our supervision!

● **Damages or shortcomings** in the bed- or group rooms should be reported to us at once.

● **Saving energy:** Please air the rooms regularly, and then shut the window! Please do not leave unnecessary lights on in the bed or day rooms or in the toilets. **Please be especially careful to shut all windows before a prolonged absence** (day trips!) as the castle is extremely exposed to sudden rain or storms. Some windows can only be opened in 'tilt' position (this is because of problems with 'throws' in the direction of the town). Please don't try to force them open as this will invariably lead to the destruction of the frame!

● **Departure:** **please clear your bedrooms by 10:00**. We ask you to strip any bed linen belonging to us, and to place it in the **laundry holder** by the kiosk or main entrance. Please empty the **waste bins in toilets and bedrooms** into the 'other' bin, and put the contents of the **corridor bins** and any cans or bottles into the appropriate **large bins in front of the castle gate**. Please **sweep** the rooms and corridors. Brooms, brushes and shovels can be found on the corridors.

We **inspect** the rooms, and if necessary ask you to make good any damages or put any shortcomings in order (removal or dirt, graffiti, etc). Your **day room is available to you until 2:30 p.m. on the day of departure**.

Please return any borrowed **keys and parking permits** to the office and **settle the bill** for your stay.

We thank you for your attention and rely on your help.