



RELAIS &
CHATEAUX

FAQ



LA MAISON
DES TÊTES
C O L M A R



Do you have a parking lot? secure? covered? what are the rates?

We would like to inform you that we have a private, open-air parking lot adjoining the hotel - closed by a digicode gate - with security cameras, available at a rate of €25.00/vehicle/night. The day before your arrival, you will receive an e-mail with the codes and access map for the parking lot.

What are the reception opening hours?

Our reception is open 7/7 from 8:00 am to 10:00 pm.

We can be reached by telephone from your room at number 9.

You can also write to us at contact@maisondestetes.com, and we'll deal with your request as quickly as possible.

What should I do if I arrive after 10:00 pm?

For arrivals after 10:00 pm, please notify reception so that our team can send you the necessary information.

Do I need to reserve a table in your restaurants if I'm a guest in your hotel?

Our restaurants have a limited number of seats. We strongly recommend that you reserve your table in advance, as we cannot guarantee availability on arrival and throughout your stay.

Are you located in the city center?

Our hotel is located in the city center, 3 minutes from the Musée Unterlinden, and 10 to 15 minutes' walk from Colmar's tourist attractions.

Do you have connecting rooms or suites?

We don't have suites or connecting rooms. For the comfort of families

Do you accept pets?

Pets are welcome in our establishment.

Supplement of 20.00 €/ Night

How can I book my stay with a gift box?

If you wish to make a reservation with a gift voucher, please let us know in advance that you are the holder of a gift voucher and the name of the beneficiary when you contact our team.

Do you have an elevator?

Yes.

How much does breakfast cost?

Breakfast costs €30.00 per person.

Do you have a fitness center or SPA?

Our establishment does not have a fitness or SPA area.

What are the check-in and check-out times?

Rooms are available from 4:00 pm on the day of arrival and must be vacated by 12:00 pm on the day of departure.

Is it possible to check out after 12:00 pm?

No. Any unauthorized excess will be billed at €30 per 15 minutes.

Depending on availability and on request, the room may be kept until 3pm at the latest on the day of departure, subject to a supplement:

- 20€ if the room is returned at 1pm,
- 40€ if the room is returned at 2pm,
- 60€ if the room is returned at 3pm.

If the room is not vacated by 3pm, an additional night will be charged.

Is your hotel adapted for people with reduced mobility?

Our hotel has rooms adapted for people with reduced mobility.

Is it possible to leave luggage in the hotel before arrival or after departure?

Of course, we can store your luggage until your room is ready and/or on the day of your departure.