



RELAIS &  
CHATEAUX

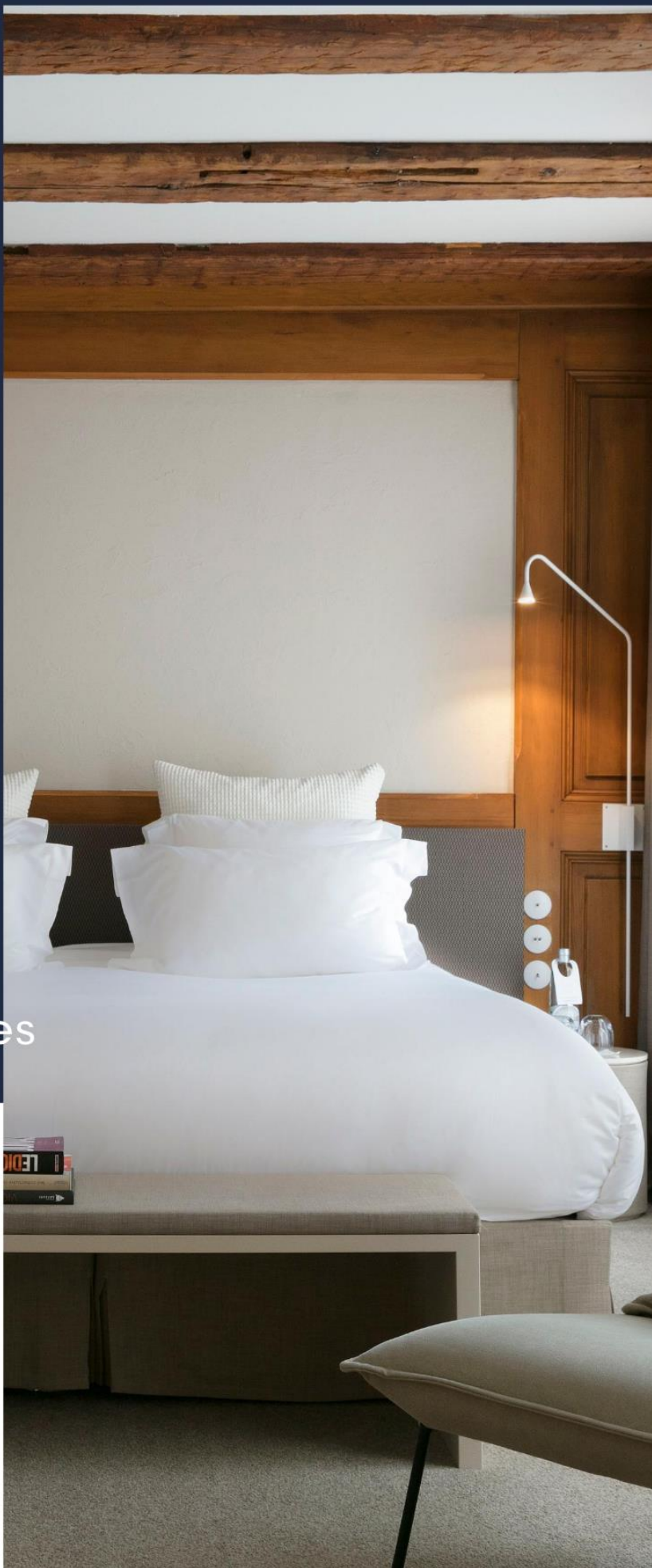
# FAQ

Hôtel

La Maison des Têtes



LA MAISON  
DES TÊTES  
C O L M A R



**Do you have any car park? secured? covered? Which rate is it?**

Kindly confirm we have a private parking, just next to our hotel, which is 15,00-€ daily fees per car.

A few days before your arrival, we will send you an email, showing you the easiest way to reach our Hotel & the access code you will need to open the car park gate.

**What is the reception opening hours?**

Our reception is opened 7 days a week from 8 a.m. to 10 p.m.

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

You can also write us at [contact@maisondestetes.com](mailto:contact@maisondestetes.com), we will process your request as soon as possible.

**What do you have to do if you arrive after 10pm?**

For any arrival after 10pm, please notify the reception so that our team can send you the necessary information.

**Is it necessary to reserve a table in your restaurants if I am a customer in your hotel?**

Our Restaurants have a limited number of places. We strongly recommend that you reserve your tables upstream at the risk of not being able to guarantee availability on your arrival and for the duration of your stay.

**Are you located in the city center?**

Our establishment is located in the city center 3 minutes from the Unterlinden Museum, 10 to 15 minutes on foot from Colmar tourist points.

**Do you have connecting rooms or suites?**

We do not have connecting suites and rooms. For the comfort of families, we offer rooms side by side or our Duplex room which can accommodate up to 4 people.

**Do you accept pets?**

Pets are welcome in our establishment.

Supplement of 18.00 € / Night

**How do I book my stay with a Gift Box?**

For all reservations with a gift box please specify the name of the beneficiary when you contact our teams.

**Do you have a lift?**

Yes.

**What is the price for the Breakfast?**

The breakfast rate is 23.00 € per person.

**Do you have a fitness or wellness center?**

Our establishment does not have a fitness or wellness center.

**What are the arrival and departure times?**

The rooms are available from 4 p.m. on the day of arrival and must be vacated by 11a.m. on the day of departure.

**Is a departure after 11 :00 am possible?**

Depending on availability, the room can be kept until 3 p.m. at the latest, with an additional payment.

- Supplement of 15.00 € if the room is returned at 1 p.m.
- 30.00 € if the room is returned at 2 p.m.
- 45.00 € if the room is returned at 3 p.m.

In the event that the room is not vacated by 3 p.m., an additional night will be due.

**Is your establishment suitable 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?**

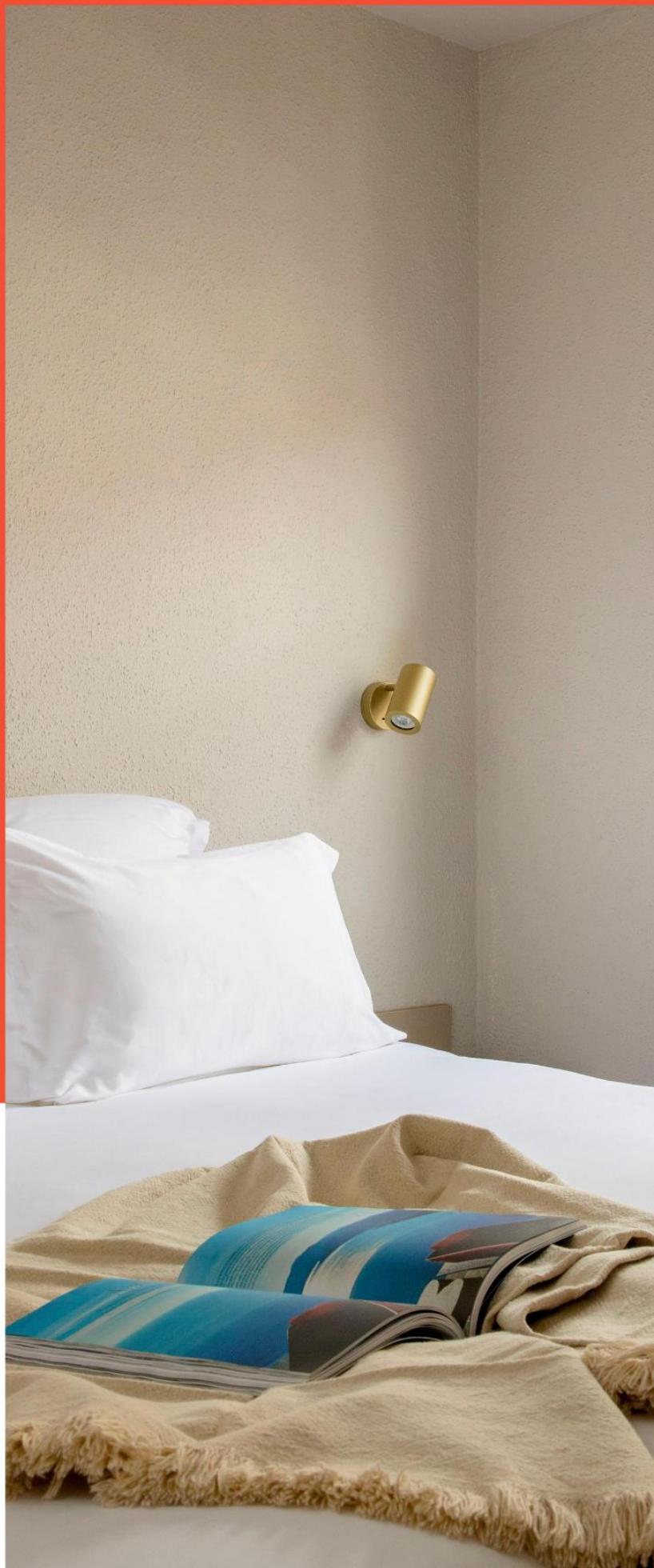
Of course, we can keep your luggage until your room is ready and / or the day of your departure.

# FAQ

—  
Les Appart's  
En-Tête



LA MAISON  
DES TÊTES  
C O L M A R



**Are the apartments in the hotel?**

No, our apartments are located in an independent building, right next to our establishment. Hotel services are not guaranteed there.

**How many people are allowed in the apartments ?**

Maximum two people per apartment.

No possibility to add an extra bed.

**Are children allowed in the apartments?**

Our apartments cannot accommodate children.

**Do you accept pets?**

Our apartments cannot accommodate pets.

**Can apartment guests have breakfast at the hotel?**

Yes, only by prior reservation.

Supplement of 23.00 € per person.

**What are the arrival and departure times?**

The apartments are available from 4 p.m. on the day of arrival and must be vacated by 10 a.m. on the day of departure.

**Can I park my car in your car Park?**

Parking is reserved only for our hotel guests, the apartments being independent.

**Are the apartments suitable for people with reduced mobility?**

No, our apartments are not suitable for people with reduced mobility. It is an Alsatian building with narrow stairs.

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

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

**Do you have a lift?**

No.