



Guest Information

Connected with Nature



Alt Ruppin · Neuruppin · Ruppiner Seenland · Brandenburg

Welcome to Am Alten Rhin – make yourself at home

Dear Guests,

We extend a warm welcome to you at The Hotel & Restaurant Am Alten Rhin! We are delighted to have you with us and hope that you feel at home from the very first moment of arrival.

Our hotel sits on an idyllic peninsula by the Rhin River, nestled in the natural water paradise of the Ruppiner Schweiz. Surrounded by tranquil nature, glittering water and gentle woodlands, the hotel offers the perfect setting to leave everyday life behind – whether for a romantic short break, a relaxed family getaway or simply a well-earned rest.

As a family-run 3-star superior hotel, your satisfaction is especially important to us. Our team is always happy to help – simply let us know how we can make your stay more pleasant.

We wish you a memorable and pleasant stay.

Warm regards,

The Krsynowski Family

Hotel & Restaurant Am Alten Rhin

Key Information at a Glance

Check-in	From 3:00 pm – 9:00 pm
Check-out	Until 11:00 am
Reception (Office)	7:00 am – 8:00 pm · House call 11
Reception (Restaurant)	6:00 am – 9:00 pm
Self Check-in	24h by arrangement
Breakfast	7:00 am – 10:00 am
Restaurant	12:00 pm – 10:00 pm (kitchen until 9:00 pm)
Sauna	3:00 pm – 9:00 pm The sauna will be heated upon request only.
Room Service Self-Pickup	3:00 pm – 8:30 pm
Wi-Fi	Free – Telekom Hotspot

Check-in & Check-out

Arrival (Check-in) (Self-Check-In)

Check-in is available between 3:00 pm and 9:00 pm. Should you arrive prior to 3:00 pm, we would be delighted to store your luggage at reception so you may begin enjoying your stay immediately.

You can conveniently complete your self check-in through our guest portal up to 24 hours before your arrival.

By entering your full address details and providing a credit card, you can significantly reduce your check-in time at the hotel. Please note that we currently do not offer digital room keys. Therefore, you will still need to visit the reception upon arrival to collect your room key.

Self check-in saves you time, as your personal details will already be registered and any required payments can be processed in advance.

Check-in	From 3:00 pm to 9:00 pm
Early Arrival	Subject to availability – please enquire in advance

Departure (Check-out) (Self-Check-out)

Check-out is by 11:00 am. If you need a little extra time, just let us know in advance! We're happy to offer a late check-out whenever our room availability allows.

On your departure day, you can conveniently complete your check-out through our guest portal. Review your bill, settle any outstanding balance if necessary, and finalize your stay online. Afterward, simply return your room key at the reception or in the designated key drop box.

Enjoy a faster and more convenient departure experience.

Check-out	by 11:00 am
Late Departure	Subject to availability – please enquire in advance

Reception

Our reception is staffed daily from 6:00 am to 9:00 pm. Outside these hours, our 24h AI assistant Friedrich is at your service.

Reception House Call	Internal number 11 on the room phone or 03391 76511
Opening Hours	6:00 am – 9:00 pm daily
Website	www.hotel-am-alten-rhin.de
AI Assistant Chat	Start Chat Now
AI Assistant Phone	03391 7650 or 030120852276
AI Assistant WhatsApp	Chat Now on WhatsApp

AI Assistant „Friedrich“ – Available 24/7

As our reception is not staffed around the clock, our digital guest assistant „Friedrich“ is available to you at any time – 24 hours a day, 7 days a week, in over 50 languages.

You can reach Friedrich conveniently via WhatsApp chat or phone, and he can help you with most questions about the hotel, the region and your stay. Should a question remain unanswered, you can simply leave a call-back request – we will then get back to you as soon as possible.

Gate Control – Entry & Exit

Entering the Hotel Grounds

Please follow these instructions to open the gate:

- Drive up to the closed gate.
- On the outside right-hand side you will find a key box.
- Insert the key into the lock and turn it once to the right.
- The gate opens automatically – please wait a moment.
- Drive into the courtyard and park subject to availability.
- The gate closes automatically.

Leaving the Hotel Grounds

How to leave the grounds:

- Drive up to the closed gate.
- On the left-hand side you will find the key box for the exit.
- Insert the key into the lock and turn it once to the right.
- The gate opens automatically.
- Drive out slowly and carefully.
- The gate closes automatically.

Please make sure the gate is fully closed after entering. Thank you!

Wi-Fi – Free Internet Access

Enjoy free Wi-Fi in all areas of the hotel throughout your entire stay.

Wi-Fi Details

Network	Telekom Hotspot
Cost	Free for hotel guests
Availability	All rooms and public areas

How to Connect

- Open the Wi-Fi settings on your device.
- Select the network „Telekom Hotspot“.
- Follow the instructions on the login portal (log in as a guest).
- If you have any questions, our reception is happy to help – house call 11.

Dining



Breakfast Buffet

Start your day in a relaxed way! Our generous breakfast buffet offers fresh regional produce, homemade delicacies and a wide selection to suit every taste, every day.

Adding Breakfast / Packed Lunch

Haven't booked breakfast, or would like to add it spontaneously? No problem! The breakfast buffet can be booked on a daily basis at any time directly at reception – on the same day or the evening before.

On request, we also offer a practical packed lunch – ideal for day trips or early departures. Please order the packed lunch the evening before at reception.

Opening Hours	7:00 am – 10:00 am daily
Location	Restaurant / breakfast room

Opa's Kneipe

Our cozy tavern „Opa's Kneipe“ invites you to linger – with rustic charm, fresh regional cuisine and a large selection of drinks. In fine weather, enjoy our courtyard terrace by the Rhin.

Opening Hours	12:00 pm – 10:00 pm daily
Kitchen	Until 9:00 pm
Terrace	Courtyard terrace (weather permitting)

Menu: www.hotel-am-alten-rhin.de/speisekarte

Table reservation: reserve a table online (OpenTable) or house call 11

Room Service – Self-Pickup

Enjoy our convenient self-pickup room service! Simply scan the QR code in your room to order, then pop down to collect your food when it's ready. ⚠ Orders are possible from 12:00 pm to 8:30 pm. Outside these hours, no room service is available.

Hotel A – Z

All the key information for your stay – arranged alphabetically for quick reference.

A – Allergies & Diet

If you suffer from food allergies or intolerances or have special dietary requirements (e.g. vegetarian, vegan, gluten-free), please let us know in advance. Our restaurant team will gladly provide information about the ingredients in our dishes and help make your stay as pleasant as possible – house call 11.

A – Additional Linen Change

If you require an additional linen change during your stay, please inform the reception or contact us through our guest portal by **11:00 AM**. We will be happy to arrange this service for you.

B – Bicycles

Right next to the hotel you will find „Rhinpaddel“ – your rental for canoes, boats and bicycles. Explore the water landscape of the Ruppiner Schweiz entirely at your leisure. Ask about current prices and availability on site or on the website.

B – Blinds

Blackout blinds are available in almost all rooms.

B – Boat / Canoe / Kayak

Rental directly from our neighbours to the right – the company „Rhinpaddel“. Current prices and availability on site or on the website.

B – Breakdowns / Emergencies

Please report any breakdowns or emergencies to reception immediately – house call 11 or 64.

B – Bathrobe & Slippers on Request

Would you like a bathrobe or slippers during your stay? Please contact the reception or reach out to us through our guest portal. We will be happy to provide them for an additional charge.

B – Bathroom Stool

A bathroom stool is already provided in every room for your convenience. If you have any questions or require further assistance, please contact the reception or reach out to us through our guest portal. We will be happy to help you.

C – City Bus

The city bus stops in the immediate vicinity of the hotel – line 770 to Neuruppin, 3× per hour. Different times apply at weekends. To the website

C – Cot / High Chair

As needed, we provide a cot (one-off charge of €15.00) and a high chair (free of charge).

D – Doctor

A dentist and a general practitioner are located in the village. Medical on-call service (evenings and weekends): 116 117.

E – E-Mobility & Bicycle Garage

For environmentally conscious guests, we offer a secure bicycle cellar with a charging station for e-bikes (charging subject to availability, „honesty box“).

If you wish to charge your electric car, four charging stations with a Type 2 connector are available. The stations charge at up to 22 kW. Costs depend on your respective provider. The charging stations are provided by Stadtwerke Neuruppin.

E – Emergency Call

Please remember to dial 0 first for an outside line. Fire brigade 110 / 112 · Medical on-call service 116 117 · Hospital switchboard 390.

E – Extra Pillows & Blankets

Extra pillows, blankets and a choice of pillows are available on request at reception.

G – Garden Loungers

Our garden loungers are available to you free of charge.

H – Hiking

Wonderful hiking trails and paths await you. Please stop by the office – we are happy to provide you with a hiking map for your journey.

H – Horse Riding

There are several riding stables in the region. We are happy to advise you at the office.

H – Hairdresser Service

Do you require a hairdresser appointment during your stay? We are happy to assist you in arranging an appointment with a local hair salon. Please contact the reception or reach out to us through our guest portal.

I – Iron

An iron can be borrowed at the hotel – please ask at reception.

I – Island

The „Liebesinsel“ (Island of Love) can only be reached by boat. The Alt Ruppin peninsula is about a 5-minute walk away.

I – International Power Adapters & Charging Cables

Do you require an international power adapter or a charging cable for your device? Please contact the reception or reach out to us through our guest portal. We will be happy to provide these free of charge, subject to availability.

L – Luggage Service

We are happy to help you with your luggage – please ask at reception.

L – Laundry Service

Would you like to have your shirts, trousers, or other clothing items cleaned during your stay? We are pleased to offer an in-house laundry service with a turnaround time of approximately 24 hours. Prices per item:

- Washing: €5.00
- Washing & Ironing: €10.00

Please note that underwear is excluded from this service.

To arrange laundry service, please contact the reception or use our guest portal.

M – Mesh / Insect Screens

All windows are fitted with mesh (insect screens) – so you can sleep undisturbed even with the window open.

M – Monuments

There are several monuments to discover in Neuruppin. Feel free to drop by the office in the courtyard – we are happy to advise you.

N – Newspapers

Use our free Sharemagazines service with a selection of over 1,000 press titles.

With us, you can read the most popular newspapers and magazines free of charge at any time – digital, hygienic and sustainable, using your own smartphone or tablet. Feel free to try it now to get a first taste at: www.sharemagazines.de. You enjoy full access during your stay at our hotel.

You will find the access details in your room. Simply scan the QR code and start reading.

N – Noise

Mutual consideration is a matter of course for us. Please note, however, that you are on a hotel complex where celebrations with music also take place. We ask you to bear this in mind.

P – Parking

Parking spaces are available free of charge in the courtyard subject to availability – for hotel guests only. Entry is via the gate (see the „Gate Control“ chapter). The hotel accepts no liability for damage or theft in the car park.

P – Pets

Out of consideration for all guests, pets are not permitted in the hotel. In the event of a breach, we reserve the right to charge a penalty fee. Thank you for your understanding.

P – Pharmacy

There is a pharmacy here in the village. Tel.: 771388. You can find the opening hours on the website.

P – Phone Calls

Calls to German landlines are free of charge. Reception house call 11 · Medical on-call service 116 117.

P – Power Adapter

A power adapter is available – please ask at reception.

R – Roof Windows

When you leave your room, we kindly ask you to close all windows, especially the roof windows, to avoid unnecessary damage during storms (even in light rain).

R – Room Cleaning

For longer stays, your room is cleaned daily. Please hang towels you wish to continue using back on the hook. Fresh towels are available at any time at reception.

S – Safe

A safe is available – please ask at reception.

S – Sauna & Wellness

Our in-house sauna with a relaxation room is available to you daily 3:00pm until 9:00 pm. Please allow approx. 1 hour of preheating time and register in advance at reception. Price: €12.00 per person for 3 hours. Bathrobe fee €5.00. Towels and slippers are provided in the sauna area.

S – Shopping

In Alt Ruppín there is an Aldi store, a Lidl store and a post office.

S – Sleeping Comfort & Spelt Pillows

For a particularly restful sleep, we offer our spelt-pillow service on request. Spelt pillows adapt perfectly to the shape of your body and promote deep, natural sleep. Simply ask at reception!

S – Smoking

The entire hotel building is a non-smoking area. Smoking is permitted only in the designated outdoor areas.

Important: If a false alarm is triggered by smoking in the room, the guest will be held liable for all resulting costs (fire brigade call-out, cleaning, etc.).

S – Swimming

There are two swimming spots in Neu- and Alt Ruppin: in Neuruppin a large lido with a lifeguard (admission required, easily reached by bike), and in Alt Ruppin a free swimming spot on the peninsula without a lifeguard.

S – Sewing

If you require a sewing kit during your stay, please contact the reception or reach out to us through our guest portal. We will be happy to assist you.

S – Shoeshine Kit

If you require a shoe shine kit during your stay, please contact the reception or reach out to us through our guest portal. We will be happy to provide one upon request.

S – Sports Equipment Rental

In cooperation with our partner [Rhinpaddel.de](https://www.rhinpaddel.de), we offer a variety of leisure and sports equipment for rent, including paddleboards, bicycles, and e-bikes.

We are happy to assist you with selecting, booking, and coordinating your rental. Please contact the reception or reach out to us through our guest portal.

T – Table Tennis

Bats and balls are available free of charge at the office.

T – Toiletries

A selection of toiletries is available on request at reception.

T – Towel / Linen Change

Towel on the hook means: I will use this towel again. Towel on the floor means: please change it.

T – Taxi Service

We are happy to arrange a taxi for you. Please inform the reception in good time or contact us through our guest portal so that we can organize your transportation.

U – Umbrella

Umbrellas are available for you at reception.

W – Waste

If you would like to dispose of something, this is possible at the carport in the hotel courtyard. Please notify staff before disposing of anything.

W – Wi-Fi

Free Wi-Fi throughout the hotel via the Telekom Hotspot. You can find the connection details in the „Wi-Fi“ chapter of this folder.

W – Wake-Up Service

Do you need a wake-up call? Please let us know your preferred wake-up time at the reception or contact us through our guest portal. We will be happy to ensure you are awakened on time.

Wellness & Relaxation



Let your soul unwind – our wellness area invites you to pause and breathe deeply.

Sauna with Relaxation Room

Our in-house sauna with an adjoining relaxation room offers the ideal place to switch off. Enjoy the soothing warmth and let your body and mind regenerate afterwards in peace.

Availability	Daily until 3:00 pm to 9:00 pm on request
Preheating Time	Please allow approx. 1 hour
Booking	Reception, house call 11 (current prices on request)

Leisure & Excursions



The Ruppiner Schweiz is a paradise for nature lovers, water-sports enthusiasts and culture fans. Make the most of your stay for unforgettable experiences in the region.

Near our Hotel

- Private Bridge: Our private bridge leads directly into the adjoining nature reserve – ideal for walks, birdwatching and quiet moments by the water.
- Rhinpaddel (boat & bicycle rental): Right next to the hotel. Canoes, boats and bicycles are ready for your exploration tours. Current prices and opening hours on site.

Excursion Destinations in the Region

Neuruppin	Birthplace of Theodor Fontane – Fontane Museum, historic town wall, Lake Ruppín. Approx. 5 km.
Rheinsberg	The fairy-tale Rheinsberg Palace on the lake – once the summer residence of Frederick the Great. Culture, boat trips, the renowned chamber-opera festival. Approx. 25 km.
Wustrau	Idyllic village on Lake Ruppín with a historic church and manor park. Prussia Museum. Approx. 15 km.
Ruppín Lake Chain	Paddling and boating on Lake Ruppín – a water paradise for active guests.

Further excursion tips and recommendations are available at reception!

Safety & Emergency Numbers

Your safety is important to us. Please familiarize yourself with the emergency numbers below.

Emergency Numbers

Police	110
Fire Brigade	112
Medical On-Call Service	116 117
Reception (House Call)	11

What to Do in an Emergency

- Stay calm.
- Leave the building via the nearest emergency exit (escape plans are posted in the hallway).
- Gather at the assembly point in the car Park in Front of the hotel.
- Alert the fire brigade immediately: 112.
- Inform reception: house call 11.

Nearest Medical Facilities

Neuruppin Hospital	Approx. 10 km – Fehrbelliner Str. 38, Neuruppin Tel. 03391 39-0
Pharmacy Emergency Service	Tel. 0800 00 22 833 (nationwide, free of charge)

TV – Channel List – Entertainment

Your room is equipped with a modern flat-screen TV.

Here is an overview of the available channels:

1	ARD – Das Erste
2	ZDF
3	RBB (Berlin-Brandenburg)
4	SAT.1
5	RTL
6	ProSieben
7	kabel eins
8	VOX
9	RTL2
10	SUPER RTL

11	n-tv
12	Phoenix
13	3sat
14	ARTE
15	ZDF Neo
16	ZDF Info
17	ARD One
18	Sat.1 Gold
19	TELE 5
20	DMAX

Reception and channel assignment may vary slightly depending on the technical situation.