

# Guest Services

**Hotel & Waterpark Policy:** Our hotel and waterpark is primarily a family facility with many children as our guests. Therefore, we have dress and conduct policies that we enforce for the safety and enjoyment of our guests. Disrespectful conduct or behavior such as vulgarity, intoxication, theft, excessive rowdiness, excessive noise, and all other actions that negatively impact our guests or staff will not be permitted. We reserve the right to remove from the facility, without refund, anyone who does not comply with our policies.

**Arcade** - The Arcade is located on the Main floor between the Splash Waterpark and Elf Hollow Café. Hours of operation vary, contact the Front Desk for more information.

**Cabanas** - Cabana rental includes credenza with mini refrigerator, safe, house phone, towels, flat screen TV, food and beverage service and accommodates up to 10 guests. Rental fee does not include admission to the park. Cabanas are rented on a first come, first serve basis. **Please note: outside carry-in food or beverages are not permitted in the waterpark or common areas.**

**Guest Lockers Available** - Lockers are available inside the locker rooms and Atrium Park for a fee. Dial Extension 0 for more details or see the Front Desk.

**Swim Diapers Available** - Swim diapers are available for purchase inside the Locker Rooms. Dial 0 for more information and prices.

**ATM** - ATM is located on the Main floor next to the main lobby.

**Business Services** - Business Services are available at the Front Desk. These services include faxing and copying. Copies are \$.15 each. There is no charge for guests to send or receive faxes at the hotel. The hotel fax number is (989) 652-9777.

**Candles** - No open flames of any kind are permitted on the resort property by order of the Frankenmuth Fire Marshall.

**Check-In/Check-Out** - Check-in guaranteed by 4 p.m. Check-out is 11 a.m. However, hotel guests may use the waterpark beginning at 12 noon on the day of arrival and until 4 p.m. the day of departure.

**Clothesline** - Clotheslines are provided in the bathrooms for your convenience. Hanging of towels and bathing suits on balcony is not permitted.

**Cribs** - Cribs are available at no charge through the Front Desk. The number of cribs available is limited and will be provided on a first come, first serve basis.

**Forgot Something?** Dial 0 for a list of complimentary additional amenities.

**Guest Attire** - Throughout the lobby area, public spaces and restaurant, it is required that proper attire be worn. If you are coming or going to the waterpark, shirts for men and cover-ups for women are required. Please, no wet suits in the lobby, restaurant or exercise room. For your protection, shoes or foot apparel must be worn at all times except when in the waterpark area.

**Room Damages/Missing Items** - Additional charges may occur if room accessories are damaged or misplaced during your stay. Please note, no cooking or grilling of any kind is permitted on hotel grounds or in guest rooms by order of the Frankenmuth Fire Department.

**Guest Laundry** - A coin operated laundry facility is located on the first floor in the northeast wing of the hotel. Coin dispensed detergents and additives are available for your convenience.

# Guest Services (Continued...)

**Guest Services Hotel Extensions** - Dial 0 for Operator.

**Ice/Vending Machines** - Ice machines are located on each Guest Room floor. Please do not fill coolers with ice from vending machines.

## Indoor Pool

Located in the Tower Building. Featuring Lap Pool and Children's Wading Pool. Open 9 a.m. to 10 p.m.\* Sauna and Hot Tub, changing room with showers and hair dryers available for your convenience.

*\*Pool hours subject to change. Pool may be closed during Swim Lesson sessions.*

## Outdoor Pool

Located outside the Atrium Park. Open starting in May through Labor Day. Hours of operation may vary.



**Lost and Found** - Please contact the Front Desk for articles that have either been lost or found. Zehnder's Splash Village Hotel & Waterpark is not responsible for lost or stolen items.

**No Smoking Policy** - Zehnder's Splash Village Hotel & Waterpark has a no smoking policy. All rooms are non-smoking. A \$150 deep cleaning charge will be assessed to any Guest Room or Meeting Room violating this policy.

**Noise Complaints** - Noise complaints may result in additional charges if it becomes necessary to compensate other guests as a result of an adjacent guest room non-compliance with "Quiet Hours" starting at 11 p.m.

**Parking** - The hotel is not responsible for items left in vehicles on the hotel property.

**Pool Towels** - Towels will be available in the waterpark for all guests to use. Please do not remove towels from your room to take to the waterpark. All pool towels must be left in the waterpark.

**Pet Policy** - Only Service Animals are permitted at Zehnder's Splash Village Hotel & Waterpark. Below are some suggestions for the boarding of your pets:

*Bavarian Veterinary Hospital, P.C.  
141 Churchgrove, Frankenmuth, MI 48734  
(989) 652-6168*

*Frankenmuth - Birch Run Veterinary Hospital  
9339 S. Gera Road, Birch Run, MI 48415  
(989)652-6689*

**Rollaway Beds** - Rollaway beds are available for \$10 per night. The number of rollaway beds is limited and will be provided on a first come, first serve basis. Firecode limits use of rollaway beds in certain rooms. Please contact the Front Desk for availability.

**Security** - Your safety and security are of the utmost concern to us. Please familiarize yourself with the safety guidelines provided in this directory. If a security need arises, please contact the Front Desk for immediate attention.

# Guest Services (Continued...)

## Fitness Center

Complimentary Fitness Center available 24 hours a day, 7 days a week. Located on the second floor of the Tower Building. See Front Desk for a key to the Fitness Center. Children under the age of 18 must be accompanied by an adult.

## Shuttle Service

Complimentary Shuttle Service is available to Zehnder's Restaurant and The Fortress Golf Course. For Shuttle service, dial the Front Desk at Extension 0. Shuttle service based on availability.

## Telephone Services:

Local Calls: Dial 9 + Number (no charge)

Room to Room: Dial 5 + Room Number

Directory Assistance: 9 + (800) 373-3411

Long Distance: not available

Credit Card Calls, Collect Calls: 9 + 0 + area code + number



### Emergencies:

Emergency Dial 9 + 911

Frankenmuth Police Dial 9 + 652-8361

Frankenmuth Fire Dial 9 + 911

Frankenmuth Ambulance Dial 9 + 911

Frankenmuth Med Express Dial 9 + 652-1320

### Med Express Hours:

8 am - 8 pm Monday through Saturday

9 am - 6 pm Sundays

9 am - 3 pm Holidays, closed on Christmas Day