



Welcome to “Luisenhof”!

We are delighted that you have chosen to stay our holiday flat. First, we would like to give you some practical information so that you can enjoy a carefree stay with us.

If you have any questions, please do not hesitate to contact the hotel reception, which is available daily from 7 am to 10 pm:

Hotel-Restaurant Bütgenbacher Hof
Marktplatz 8
+32 80 444 212 / info@hbh.be
Maraite family and staff members



Is something missing in the holiday flat, do the bins need emptying or do you have another request? Please feel free to contact the hotel reception!



"Treat our items like friends and our neighbors like family,
and you will create a world full of respect and harmony"



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Why the name "Luisenhof"?

Luise was the first name of Thorsten Maraite's great-grandmother, Thorsten being the one who is running the hotel in its second generation.

Luise Hilgers, whose maiden name was Nix and who was born in 1882, constructed the building that is now the Luisenhof with her husband Bernard Hilgers around 1910.

As was common in the past, the house then became a multi-generational home: daughter Maria Maraite (born Hilgers) and husband Hubert lived in the house with their parents and their own four children. Afterwards, one of the four children, daughter Ursula, took over the house and continued to live there with her parents. Ursula's brother (and one of the 4 children mentioned) is Norbert Maraite, who founded the Hotel Bütgenbacher Hof in 1987. Now his son Thorsten Maraite runs the hotel together with his wife Jennifer Heyen. Jennifer and Thorsten have 3 sons.

The picture at the entrance to the holiday flat shows the house with the former stables. Farming was the family's source of income, at least until it ceased in +/- 1972.

Information about the holiday flat

Check-in:

between 4 and 8 pm on the day of arrival

Check-out:

until 11 am on the day of departure

The keys are handed over at the reception of the Hotel Bütgenbacher Hof, Marktplatz 8, 4750 Bütgenbach. Please report any damage caused to the reception upon check-out.

Please also read the section "Before leaving the holiday flat" (below) carefully.



What can be found in the house and what to bring along

To help you prepare for your stay, we provide you with a checklist of the services included in the price, as well as the offers that can be booked in advance or on site depending on availability:

✓ **What you will find in the flat:**

- Bed linen
- Towels (1 large + 1 small per person)
- Shampoo, shower gel and hand soap
- Hair dryer
- Dishwashing liquid
- 2 dishwasher tablets
- Toilet paper
- Common kitchen utensils
- Table grill

- Nespresso coffee maker
- Filter coffee machine and filter papers
- Salt and pepper
- Sugar cubes
- Ironing board and iron
- Washing machine and tumble dryer
- Vacuum cleaner
- Laundry rack
- 2 highchairs for children

✓ **What you may need to bring along:**

- Further dishwasher tabs
- Kitchen towels and cloths
- Capsules for the Nespresso coffee machine
- Bathrobes and wellness towels (it is possible to hire these, see additional services on our website)
- Washing powder



Tap water

The tap water in the holiday flat is drinking water.



Internet

The entire holiday flat has free internet access. The network is called "WiFi-GUEST"; no password is required.



Emergency exits

You will find the rescue plan in the entrance area on the ground floor and in the corridor on the first floor.



Playground

The playground in front of the flat is private and may not be used. However, there is a large public playground on the marketplace opposite the hotel.

A trampoline is also located on the grounds of the Hotel Bütgenbacher Hof and may also be used by guests of the Luisenhof.



Included services

The following services are included in the price:

- Electricity, water and waste tax
- Bed linen
- Towels (1 large, 1 small per person)
- Swimming in the Hotel Bütgenbacher Hof - all days between 7:30 am and 2 pm and 6 pm to 10 pm (changes possible due to aquagym courses)
- Wellness area in the Hotel Bütgenbacher Hof (without swimwear) from 14 years, family sauna with swimwear
 - all days between 6 pm and 10 pm
 - all days on advance reservation from 11 am to 2 pm
- Fitness at the Hotel Bütgenbacher Hof - all days from 7:30 am to 10 pm

Extras:

- € 2.00 overnight tax per person per night
- maximum of 2 baby cots: free of charge
- maximum 2 children's beds (up to and including 17 years): € 20.00 per child per night
- Dogs (maximum 2 dogs allowed): € 15.00 per dog per night



Additional services

All services offered at the hotel, such as breakfast, dinner, bathrobes, bike renting and much more can also be booked. The prices of the additional services can be found on our website at <https://www.hotelbutgenbacherhof.com/holiday-flat-luisenhof/prices-and-other-services/>



Before leaving the holiday flat we kindly ask you to pay attention to the following things:

- Please put everything back in its original place.
- In the kitchen, the dishes should be clean and put back in the cupboards where they belong. Please also clean used household appliances.
- The fridge, freezer and dishwasher should be empty.
- Please empty all waste bins and sort your waste into the bins provided for this purpose, which are in the storage room next to the kitchen.
- Please check that no clothing or other personal items are left behind.



Medical assistance

Pharmacy

Apotheke Callut

Büllinger Str. 8
4750 Bütgenbach

Opening hours:

Mo-Fr: 8:30 am – 1 pm and 4 – 8 pm

Sa: 8:30 am – 1 pm

There are also pharmacies in the villages of Büllingen and Weywertz..

Do you need a pharmacy outside of the regular opening hours? Find an emergency pharmacy at <http://www.webgarde.be/> or by dialing 1733 (Belgian telephones only).

Doctors

- General practinioners:

Progesund Bütgenbach

Auf den Burgfeldern 2

4750 Bütgenbach

Mo-Fr 8 am till 7 pm – on appointment

Tel: +32 80 44 50 47

www.progesund.be

Praxis Kompass

Zum Walkerstal 34

4750 Bütgenbach

Mo-Fr 8 am till 4:30 pm – on appointment

Tel: +32 80 44 80 90

www.praxiskompass.be

- Paediatricians:

Progesund Büllingen

Marktplatz 14

4760 Büllingen

Tel: + 32 80 29 20 90

On appointment



Hospital St. Vith

Klosterstraße 9

4780 St. Vith

Tel: +32 80 85 41 11

By appointment via the reception, for urgent cases visit the emergency room

Hospital Malmedy

Rue Devant les Religieuses, 2

4960 Malmedy

Tel: +32 80 79 31 11

By appointment via the reception, for urgent cases visit the emergency room

Do you need a **doctor's appointment during the weekend or on a public holiday?** You can reach the on-call service for general practitioners by **dialing 1733 (only works from a Belgian number)**. The on-call service starts on Friday evening at 7 pm and ends on Monday morning at 8 am; on public holidays, the service starts at 7 pm on the evening before the holiday.
→ Dial **112 for the emergency call center**

- Veterinarians:

Kleintierpraxis Bütgenbach - Maaïke De Langhe

Wirtzfelder Weg 2

4750 Bütgenbach

Tel: +32 478 912 396

www.kleintierpraxis-buetgenbach.be

Bakeries, restaurants and bars in Bütgenbach

Bäckerei Halmes (closed on Mondays)

Marktplatz 1

4750 Bütgenbach

Tue, Wed, Thu, Fr: 6 am – 6:30 pm

Sa, Sun: 6 am – 1 pm

Bäckerei Heinen (closed on Tuesdays)

Marktplatz 15

4750 Bütgenbach

Mo, Wed, Thu, Fr: 6 am - 6 pm

Sa + Sun: 6 am - 5:30 pm



Hotel-Restaurant Bütgenbacher Hof (open all days)

Marktplatz 8

4750 Bütgenbach

<https://www.hotelbutgenbacherhof.com/restaurant/>

Restaurant: Regional products are the guiding principle of our cuisine. Our kitchen team creates traditional and modern dishes for you, using the freshest products on the market and always in line with the season. Our restaurant is open every day from 6 to 8 pm.

✓ **Special offer for guests of the holiday flat:**

4-course day menu in the restaurant of the Bütgenbacher Hof **with pre-order**

Price see additional extras on our website.

A children's menu is available for our youngest guests

Brasserie: Snacks to satisfy small appetites are served from 12 to 6 pm in our adjoining veranda.

Our hotel bar is a sociable space for all hotel guests and guests of our holiday flat. Enjoy sparkling aperitifs, a fresh draught beer or regional spirits. The bar is open every day from Sunday to Friday from 12 am to 11 pm. On Fridays and Saturdays, the bar is open until 12 pm.

Pub 24 (closed on Tuesdays) – Restaurant and bar

Monschauer Straße 6

4750 Bütgenbach

<https://www.pub24.be/>, Meals also available for takeaway

EssCoBar (no closing day) – Cocktails, restaurant, bar

Büllinger Straße 1

4750 Bütgenbach

<https://esscobar.be/>

Restaurant Brüls (closed on Mondays, Tuesdays and Thursdays)

Monschauer Straße 6

4750 Bütgenbach

www.restaurant-bruels.be

Restaurant Hong Kong (closed on Thursdays) – only takeaway

Seestraße 15a

4750 Bütgenbach

Tel: +32 80 44 74 78

TÖPFERKeller (closed on Tuesdays, Wednesdays and Thursdays) – Restaurant and Bar

Seestraße 34

4750 Bütgenbach

<https://toepferkeller.com/>



Banks and shops in Bütgenbach

➤ Banks:

AXA Bank

Hofstraße 2
4750 Bütgenbach

KBC Bank

Monschauer Straße 7
4750 Bütgenbach

➤ Newspapers, lottery and gift articles:

News Point (closed on Sundays and in the afternoon of Mondays and Tuesdays)

Büllinger Str. 20
4750 Büllingen

➤ Florist:

Töpferkeller Blumen (closed on Sundays and Mondays)

Seestraße 34
4750 Bütgenbach

➤ Supermarkets:

Carrefour Market

Monschauer Straße 9
4750 Bütgenbach
Opening hours:
Mo-Fr 08:30 am to 6:30 pm (open until 7 pm during the summer season)
Sa 8:30 am to 6 pm
So 9 am to 12:30 am

Aldi (closed on Sundays)

Monschauer Straße 33
4750 Bütgenbach
Opening hours:
Mo-Sa 8:30 am to 7 pm

➤ **Bike shop and repairs:**

Horst Weynand (closed on Sundays and Mondays)

Zur Domäne 25
4750 Bütgenbach

➤ **Electronics shop**

Elektro Linden (closed on Sundays and Mondays)

Malmedyer Str. 57
4750 Bütgenbach

➤ **Butchers:**

Carrefour Market

See supermarkets

Metzgerei P&M (closed on Sundays)

Marktplatz 7
4750 Bütgenbach

➤ **Clothing shops:**

Why Now - By Rebecca Wey (closed on Sundays and Mondays)

Malmedyer Str. 2
4750 Bütgenbach

Textilhaus Kaulmann (closed on Sundays and Mondays)

Monschauer Straße 1
4750 Bütgenbach

➤ **Optician:**

Optik Schütz (closed on Sundays and Mondays)

Marktplatz 2
4750 Bütgenbach

➤ **Pharmacy:**

See medical assistance



Leisure activities

The "Luisenhof" is located in the middle of the Ardennes, whose fascinating nature invites you to explore. The High Fens, the largest upland moor in Europe, offers impressive nature experiences, as do the densely overgrown forests, extensive meadows and fields. Lake Bütgenbach, which is in the immediate vicinity, is also particularly popular with tourists - not least because many water sports can be practiced there.

There is a tourist office on the opposite side of the market square for information about sights, excursions, hikes, etc.

Tourism office

Marktplatz 13a
4750 Bütgenbach

Opening hours:

September till June:

Closed on Mondays and holidays

Tuesday-Saturday: 9 am – 4 pm

Sunday: 10 am – 1 pm

July and August:

Monday-Saturday: 9 am – 04:30 pm

Sundays and holidays: 9 am – 2 pm

Free brochures are available at the hotel reception

The hotel reception will also be happy to give personal recommendations, or you can take a look at <https://www.hotelbutgenbacherhof.com/hotel-ardennes/activities/>

Other interesting websites:

www.ostbelgien.eu – Information about the region from the East Belgium Tourism Agency

Online hiking route planner app "NodeMapp Hike" with node system

Online bike route planner app "Nodemapp Bike" with node system



Gift articles from the Bütgenbacher Hof

Voucher

Surprise a friend, a relative or an employee with a delicious meal, a stay in our hotel or a few relaxing hours in our wellness area. Please contact the hotel reception for further information.

Hotel shop

Looking for a piece of "Bütgenbacher Hof" to take home? In our hotel shop, opposite the reception, you will find homemade products such as jam, decorative items and much more. Open daily from 8 am to 10 pm.