

## **Quick Guide – Our Top 6**



### **Phone numbers**

Internal:	Reception/ housekeeping	900
	Restaurant/ room service	921
External:	For external telephone calls please dial “0” (zero) and then the international country code, prefix and telephone number.	



### **Breakfast | Restaurant/Kramer’s Stüble | Roomservice**

#### Opening hours breakfast:

Monday to Friday	5.30 a.m. to 10.00 a.m.
Saturday and Sunday	7.00 a.m. to 10.00 a.m.

Room service: Available during breakfast and restaurant opening hours. Outside the restaurant opening hours room service is limited. Service fees apply. Please call 921.

#### Kitchen opening hours Kramer’s Stüble | Wolfgangs:

Enjoy the wide range of culinary specialties in our hotel.

Wednesday to Sunday	11.30 a.m. to 2.00 p.m. and 6.00 p.m. to 9.30 p.m.
Days of rest	Monday & Tuesday



### **Internet / WIFI**

Please connect to „germanhotspot“. Your web browser will automatically open up. There you need to accept the terms and conditions. Now just click on the blue button and you are connected to our WIFI.



### **Additional pillow or blanket**

Please call our reception. We will bring it up to your room.



### **Charging cable**

Our reception provides charging cables for mobile phones.



### **Laundry service**

If you hand in your laundry at our reception before 8.00 a.m. on weekdays you will normally get it back on the same day in the afternoon.

## **More information from A to Z**

### **Adapter**

Available at our reception

### **Allergy sufferers**

Anti-allergic blankets and pillows are available. Please call our reception.

### **Bathrobe**

If you require one please contact our reception.

### **Slippers**

We provide terry slippers for a fee. Please contact our reception.

### **Bed linen change**

If you require a daily change of bed linen and/or towels please contact our reception.

### **Credit cards**

We accept Euro/Mastercard, Diners Club, American Express, Visa and EC-Cash.

### **Check-In**

On the day of arrival we guarantee your room from 3.00 p.m..

You can request an early check-in (from about 10.00 a.m.) for an additional fee. This option is subject to availability.

### **Check-Out**

On the day of departure your room is at your disposal until 11.00 a.m..

You can request a late check-out up to 1.00 p.m. for an additional fee of 20% of your room rate or up to 3.00 p.m. for an additional fee of 60% of your room rate. For check-out after 3.00 p.m. we charge 100% of your room rate. These options are subject to availability.

### **Exchange**

We exchange following currencies: US Dollar, Japanese Yen, Swiss franc, British pound and Swedish crown.



## **Feedback Form**

Your feedback is important to us. Please ask our reception team for the form.

## **Fire**

In case of fire you will hear an announcement by telephone. You will find a fire escape plan on your room door (inside). Please follow the instructions of our staff and the fire brigade.

## **Foto copy/ scan/ print**

We make copies, scan or print documents for you on request. Please contact our reception.

## **Garage**

Available for a daily fee.

## **Hangers**

For more clothes hangers please call our reception.

## **Hotel bar**

The hotel bar is open for 24 hours.

## **Toiletries**

Toothbrush, toothpaste and shavers are available at our reception for an extra charge.

## **Iron and ironing board**

If you require an iron and ironing board please contact our reception.

## **Lost property**

Please ask our reception staff.

## **Luggage service**

Please contact our reception.

## **Radio**

German radio programs are available via the television set. You will receive further instructions from our reception staff.



### **Safe**

In most rooms you will find a safe. Either you can put in your own code or you will receive the safe key from our reception.

### **Sewing service**

Please contact our reception desk between 8.00 a.m. and 4.00 p.m.. Our housekeeping is happy to help with small sewing works.

### **Shoe polishing service**

We offer shoe polish utensils at our reception. You will find the shoe polish machine on the 2<sup>nd</sup> floor next to the lifts.

### **Smoking**

A non-smoking policy applies throughout the hotel. Anyone found smoking or having smoked in the hotel will be subject to a fine of EUR 300,00.

### **Taxi/ Cab**

Please call our reception desk.

### **Wake-up call**

Please find a list for wake-up calls at our reception.