

# Hotelinformation from A to Z



## Here are the most popular topics:



International country code for germany 0049

Reception | housekeeping 07031-9350

Restaurant | room service 07031-935927



**Check In** from 3 p.m.

**Check Out** until 11 a.m.



Early arrival or late departure is possible on request and subject to room availability, see further hotel information.



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**.



### **Breakfast:**

monday to friday  
saturday to sunday

5.30 a.m. – 10.00 a.m. (Roomservice possible)  
7.00 a.m. – 10.00 a.m. (Roomservice possible)

### **Restaurants: KRAMER's STÜBLE | WOLFGANGS**



Enjoy the wide range of culinary specialties in our hotel.

monday and tuesday  
wednesday to saturday  
sunday

days of rest  
6.00 p.m. to 9.30 p.m.  
11:30 a.m. to 2 p.m. | 6.00 p.m. to 9.30 p.m.

Have a look in our **menu**:



Menu

### **Roomservice:**



Available during breakfast and restaurant opening hours. Outside the restaurant opening hours room service is limited. Service fees apply. (4,00 €) The Roomservice menu you can find in your room.



Our reception provides **charging cables** for mobile phones.



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. If required, we can **iron** at the hotel at short notice.

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## Further interesting information

### **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.

### **E-charging station**

There is a parking lot with an e-charging station in our underground garage.

### **Feedback / Rating**

Your feedback is important to us. You are welcome to rate us online via various platforms (e.g. Google). Alternatively, if you would prefer to give us your feedback in person, please email Sabine Kramer at [sabine.kramer@erikson.de](mailto:sabine.kramer@erikson.de) or contact reception.

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## Further interesting information

### Fire

In the event of a fire alarm, you will receive an announcement over the telephone. You can find the escape plan on the inside of your room door. 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

There are 40 parking spaces in our underground garage for a daily fee.

### Hangers

For more clothes hangers please call our reception.

### Hotel bar

Our bar is open 24 hours a day. You can find the bar and room service menu in your room.

### 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

Most rooms have a safe. You can collect the key from reception.

### Sewing service

Our housekeeping team is happy to assist with small sewing tasks between 8 a.m. and 4 p.m.. Please contact reception for assistance.

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## Further interesting information for you

### **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.

### **Stool in the bathroom**

Available on request at reception.

### **Taxi/ Cab**

Please call our reception desk.

### **Wake-up call**

Please call our reception desk.