



PARKHOTEL  
ENGELSBURG

EST. 1701

## A-Z Guide

<b>Adapter/ Extension Cables:</b>	Adapters/ Analogue adapters / Extension Cables are available at the reception desk.
<b>At Its BEST?</b>	Your feedback is important to us! Please share your comments with us on <a href="http://www.bwfeedback.com">www.bwfeedback.com</a> . This is our way to become each day a little better. Thank you very much for your help!
<b>Baby Beds:</b>	A baby bed is available. Please contact the front desk.
<b>Baby Sitter:</b>	Available on request – please contact the front desk.
<b>Bank:</b>	A bank with cash dispenser you can find on Königswall 23. It is about 150 m from the hotel.
<b>Bar:</b>	Our Lobbybar is open daily 24h.
<b>Bathrobe:</b>	Bathrobes are available in your wardrobe or at the reception desk, Tel. no. 111
<b>Premier Hotels</b>	<b>Bell Service</b> / Porterage is available 24h.
<b>Early Breakfast:</b>	Early Breakfast is available from 05.30 a.m. in our lobby. (Please give till 10 p.m information at the reception)
<b>Breakfast:</b>	Breakfast is served Mo.-Sa. from 06:30 a.m. till 10:00 a.m and Su. from 07:30 a.m. till 11:00 a.m. in our restaurant.
<b>Cab/ Taxi:</b>	Our receptionists will be delighted to order a cab for you.
<b>Car Rental:</b>	For car-rental and taxi information please ask at the reception desk, Tel. no. 111
<b>Check In Time:</b>	Your room will be available from 03:00 p.m.



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- Check Out Time:** Please check out by 11:00 a.m. on your day of departure. If you intend to check out later, please contact the reception desk. You can leave your luggage free of charge till 08:00 p.m. on the day of departure. For luggage service and storage service please contact our reception desk.
- Children:** Children up to the age of 12 who sleep in their parents' bed stay in our house free of charge. For children up to 12 years, breakfast in our house is free of charge. From 13 years on we charge the overnight stay, as well as the breakfast. For an extra bed (regardless of age) we charge 30,00€.
- Church Services:** For information, please contact the reception desk.
- Computer-Dataport:** A number of rooms is equipped with ISDN-ports. You get a access ticket for free at the reception.
- Conference Service:** For conferences and events please contact our team, Tel. no.:123
- Conference Equipment:** To lease conference equipment like audio, video, beamer, etc. Please contact front desk.
- Premier Hotels** **Concierge Service** at Reception is available 24h daily. Please contact front desk.
- Cosmetic Products:** For complementary hygienic and cosmetic products please contact the front desk. (for example: towels, bathrobes, faceclothes, non-returnable shaver, shower caps, oral hygiene) available 24h.
- Credit Cards:** The following credit cards are accepted: American Express, Mastercard, Electronic Cash (Maestro Card), JCB, Diners and Visa Card.
- Doctor Of Medicine:** Please contact the reception desk.



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**Dry-Cleaning And  
Laundry service:**

We offer dry-cleaning and washing service for your laundry for the next day. Please ask at the reception desk, Tel. no. 111

**E-mail:**

For the time of your stay, we are looking forward to take receipt of your E-mails. Please contact the front desk. Our E-mail address: *info@parkhotel-engelsburg.de*

**Emergency Call:**

Reception desk	111
Police	0- 110
Firebrigade/ Ambulance	0- 112

**Emergency Exit:**

For your own safety, please familiarise yourself with the emergency exit plan in your room for the nearest exit. In case of fire do not use the elevator.

**Express Check-Out:**

Dear guests, to speed up check-out in the mornings, we offer you to settle your bill today. Please contact our front office team, dial 111.

**Facsimile:**

The reception desk staff will be delighted to assist you with sending all your faxes.

**Fan:**

Please contact the front desk.

**Flight Information:**

For information, bookings and flight-confirmations our service operator is available for you at the reception desk, Tel. no. 111

**Flowers:**

Please contact the front desk. Vases are available.

**Forget Something?**

Face clothes, additional towels, soap, shaving kits, toothbrush, shower caps, sewing kits, mechanical fan, ironing facilities, extra pillows or blankets, bathrobes and other useful things



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can be obtained complimentary 24 h upon request at reception.

- Garage For Repairs:** Our receptionists will be delighted to assist you.
- Gym:** Located in the basement. Mo.-Su: 07:00 a.m – 09:30 p.m.
- Hairdresser:** Please call the reception desk.
- Hot Drinks:** Coffee and tea making facilities are located in the left desk flap:
- Hotel-Reservations:** If required, we will book a room in any other Best Western Hotel all around the world.
- In Case Of Fire:**
- Please do not use the elevator.
  - Keep the windows and doors shut.
  - Read the emergency plan.
  - Leave the hotel immediately by using the designated staircase or emergency exit.
  - Fire extinguishers are located on every floor.
  - The green emergency exit sign indicates the nearest exit.
- High Speed Internet:** You can find the log-in codes for access to the world wide web via wireless network from your room or lobby area on your key cardholder. If you need any assistance or help, please contact the reception.
- Iron/Ironing Board:** Please contact the front desk. This service is available 24h. We would be happy to iron for you too.
- Leisure Amenities:** Our hotel offers a gym free of charge.
- Lost and Found:** Please contact the reception desk.
- Lounges:** Our welcome hall and the hotel bar are available all the time.



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- Luggage:** If you require assistance with your luggage or wish to temporarily store it in the hotel, please contact the reception desk. This service is available 24 h.
- Map Of The Town:** You can get a map at the reception.
- Parking:** Cars can be parked free of charge in the car park in front of the hotel. For the underground car park on the opposite of the hotel you get a special rate.
- Petrol Station:** A Shell petrol station is situated at Hertener Straße 100 (driving distance ca. 900 meters) and a Aral petrol station is situated a Halterner Straße 17 (driving distance ca. 300 meters).
- Pets:** Are always welcome (additional charges). However, we would like to ask you to consider other guest. If you need a dog bowl, please contact the reception desk.
- Photocopying:** Copy- and facsimile is available 24 hours at the reception desk. Our staff at reception will be happy to assist you. The price of one photo copy is 0,35 € an 0,45€ for fax per unit.
- Please Do Not Disturb:** Please use the label provided in your room, if you not want that somebody disturbs your or our team tidies up your room.
- Post, Parcel- and Express Service:** You can leave your mail and parcels at the reception desk. Incoming mail will be held for you at the reception desk.
- Postcards:** Postcards are available at the reception desk.
- Radio:** All rooms are equipped with a radio. (included in the TV)
- Pharmacy:** Please ask the reception desk.



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- Railway Information:** Our staff at the reception desk will assist you in finding the relevant information.
- Restaurants:** Our restaurant “Engels in der Burg” is open daily from Tus. till Sat. 06:00 p.m. till 10:00 p.m.
- Restaurant-Reservations:** The reception desk or the staff at the restaurant will be delighted to reserve a table for you. Dial 125
- Reception:** Our reception team is 24 hours a day at your service. Dial Tel.Nr. 111
- Roomservice:** Roomservice is served Tus. -Sat. from 06:00 p.m. till 10:00 p.m. for a surcharge for 5,00 €. Drinks are available 24 hours. Dial Tel.Nr. 111
- Safety Deposit Box:** We offer a safety deposit box at the reception desk, which is free of charge. The hotel is not liable for any loss of personal values in your room.
- Sauna:** Sauna and steam bath are available 24/h. Please inform the reception 30 min in advance. (8,00 € extra).
- Shavers:** The reception desk will be pleased to provide you with a complimentary shaving kit.
- Shoeshine Service:** Our reception staff will provide you with shoe cleaning kits at your request. You can also find a shoe polishing machine on each floor.
- Sightseeing Tours:** The staff at the reception desk would be delighted to assist you in arranging tours and excurses.
- Station:** The station is about 1 km from the hotel.



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**Stamps:** Please ask the reception desk.

**Telephone:** Long-distance calls can be dialed directly dialing "0" for an outside line. For room-to-room-calls just dial the requested room number

Charges per unit are € 0,10. Telephone charges are automatically captured by computer and a receipt will be attached to your hotel bill.

Long Distance International calls please dial:  
"0" + "00" + Country Code number + City-Code number + required number.

Some important international call numbers:

<u>Austria</u>	<u>43</u>	<u>Luxembourg</u>	<u>352</u>
<u>Belgium</u>	<u>32</u>	<u>Netherlands</u>	<u>31</u>
<u>Denmark</u>	<u>45</u>	<u>Norway</u>	<u>47</u>
<u>France</u>	<u>33</u>	<u>Spain</u>	<u>34</u>
<u>Great Britain</u>	<u>44</u>	<u>Sweden</u>	<u>46</u>
<u>Italy</u>	<u>39</u>	<u>Suisse</u>	<u>41</u>
<u>Japan</u>	<u>81</u>	<u>USA</u>	<u>1</u>

AT & T- Callingcards and Toll Free are not available.

**Television:** Our cable system offers you programs on 33 channels in different languages. The up-to-date TV program can be found on your desk.

**Theatre And Concert Tickets:** The reception desk team will be happy to assist you with any reservations.

**Vending machines:** A cigarettes dispenser can be found in the basement of public toilets.



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- Voltage:** All rooms are equipped with 220 V / 50 Hz sockets and available 24h. In all rooms our circuits run on 220-volt electricity. The circuit in your room is interrupted automatically if the key card is removed from wall-mounted switch at the door. Nonetheless each room is fitted with one socket that always delivers electricity. This socket is located under / on your desk.
- Wake up Calls:** Please contact the reception desk.
- Water:** During your stay mineral water is at your disposal in your room free of charge.
- Wellness Area:** Our sauna finish style and our steam bath are situated in our historical cellar vaults and accessible for you 24h. You are kindly requested to announce your visit 30 minutes prior to intended use. Our reception staff will provide you with towels and other sauna accessories.

**We are always happy to help you personally with all your questions and requests.**