

Sehr geehrter Gast,

herzlich Willkommen im **Hotel-Haus Mustermann**. Wir freuen uns, dass Sie sich für unser Haus entschieden haben! Ihren Aufenthalt so angenehm wie möglich zu gestalten, ist das Wichtigste für uns!

Hier finden Sie einige Punkte, die während Ihres Aufenthalts nützlich sind.

Herzliche Grüße

Ihr Team vom Hotel Haus Mustermann

Dear guest,

a warm welcome to the **Hotel-Haus Mustermann**. We are happy to have you as a guest in our hotel. Our purpose is to make your stay as comfortable as possible.

Please find attached some information that may be useful during your stay.

Best regards

your Hotel-Haus Mustermann team

## Wichtige Telefonnummern / Important telephone numbers

Amtsleitung | Outside Line 0  
Rezeption | Reception  
Restaurant | Restaurant  
Tagungsservice | Conference Service  
Polizei | Police | (0) 110  
Krankenwagen | Emergency Call | Emergency Call (0) 19222  
Feuerwehr | Fire Brigade | Fire Brigade (0) 112

## Internationale Vorwahlen / International dialling code

Andorra   Andorra	+376
Argentinien   Argentina	+54
Belgien   Belgium	+32
Brasilien   Brazil	+55
Chile   Chile	+56
Dänemark   Denmark	+45
Deutschland   Germany	+49
Finnland   Finland	+358
Frankreich   France	+33
Griechenland   Greece	+30
Großbritannien   United Kingdom	+44
Irland   Ireland	+353
Italien   Italy	+39
Japan   Japan	+81
Kanada   Canada	+1
Kuba   Cuba	+53
Kuwait   Kuwait	+965
Luxemburg   Luxembourg	+352
Marokko   Morocco	+212
Mexiko   Mexico   Méjico	+52
Niederlande   The Netherlands	+31
Norwegen   Norway	+47
Österreich   Austria	+43
Polen   Poland	+48
Portugal   Portugal	+351
Rumänien   Romania	+40
Russland   Russia	+7
Schweden   Sweden	+46
Schweiz   Switzerland	+41
Spanien   Spain	+34
Süd Afrika   South Africa	+27
Tschechische Republik   Czech Republic	+420
Türkei   Turkey	+90
Ungarn   Hungary	+36
Uruguay   Uruguay	+598
USA   USA	+1
Venezuela   Venezuela	+58
Ver. Arabische Emirate   United Arab Emirates	+971

#### ADAPTER / ELECTRONIC CONNECTORS

All outlets are equipped with 230 V/50 Hz. Adapters are provided at the reception

#### BABY COT

If you need a baby cot, please contact the housekeeping team.

#### BABYSITTER

We can arrange a babysitter for you. Please contact the reception.

#### BANK

The next bank is located in the ...straße. Please contact the reception for further information.

#### BAR

Our bar is open daily from 05.00 pm until 11.00 pm.

#### BATHROBE AND SLIPPERS

If you need a bathrobe and slippers, please contact the housekeeping team.

#### BLANKET

Additional (woolen) blankets are available by request. Please ask our housekeeping team.

#### BREAKFAST

Enjoy our breakfast buffet in the restaurant from 6.00 until 10.00 am, weekends from 6.30 until 10.30 am.

#### BUSINESS CENTER

You can use our business center in the Lobby 24 hours. The PC offers all Windows Programs and an internet connection. The first 15 minutes are free of charge.

#### CAR PARK

We offer parking places free of charge.

#### CAR RENTAL

In... you find several car rental agencies - our reception staff is glad to help you booking a car.

#### CHANGE OF LINEN

Please contact the reception if you wish a daily change of your sheets and towels.

#### CHILDREN

Children under 12 years are free of charge in the room of the parents. Children over 12 years in the room of the parents are charged with EUR 20,00 per night for an extra bed.

#### CHECK-OUT

Check-out time is 12.00 am. If you wish to delay your departure, please contact the reception. You can leave your luggage at the reception.

#### CHURCH

For service times or further information please ask our staff at the reception.

#### CIGARETTES

A cigarette machine is located in the ground floor. Please note that smoking is not permitted in the hotel. Ashtrays are provided outside e.g. on our terrace or your balcony.

#### DIET FOOD

On request we can cook a diet meal for you.

#### DIRECT DAIL

You are reachable in your room under the number: +49 (0)... / ... + your room number.

#### DISTANT CALL

National as well as international calls are possible from your room. Please dial „0“ for an outside line.

#### DOCTOR

Please contact the reception. Our staff is glad to help you.

#### ELECTRICITY

230 Volt, 50 Hz - adapters are available at the reception.

#### EMERGENCY EXIT

Please mind the signs at your room door and in the corridors.

#### EXTRA BED

We provide extra beds for a fee of EUR 20.00.

#### FAX

You can send or receive your faxes at the reception.

#### FIRE

Please leave your room immediately in case of a triggered fire alarm and gather on the lawn in front of the main house. You can find information about the emergency exits in your room.

#### FIRE EXTINGUISHER

Are located on each floor and in the stairway.

#### FIRST AID

A medicine chest is provided at the reception.

#### FITNESS

Our fitnessroom is located in the basement and is opened from 07.00 am until 22.00 pm.

#### FLOWERS

Please contact the reception. We would be pleased to assist you with the order.

#### GARAGE

Please contact the reception.

#### GAS STATION

The next gas station is located in ... straÙe. Please contact the reception for further information.

#### HAIR-DRESSER

Our team is glad to assist you by booking an appointment.

#### HOTELRESERVATION

Take the opportunity to book your next stay in our house at the reception. Of course you can book your next stay at the relevant websites on the internet too.

#### INTERNET

All rooms offer high speed internet or a modem. Wi-Fi is available in the whole building.

#### INTERNET-COMPUTER

Can be borrowed at the reception.

#### IRONING BOARD

Please contact the reception for an iron and ironing board.

#### IRONING SERVICE

We also offer an ironing service for a fee, return within an hour. Please contact the housekeeping team.

#### LAUNDRY

Laundry which is delivered before 09.00 am to the reception will be returned until the evening same day. You can find a pricelist and laundry bag in your wardrobe. The laundry service is offered from Monday to Friday.

#### LOST PROPERTY

In case you find property please hand it over to our staff at the reception. If you have lost property please contact the reception immediately.

#### LUGGAGE

Luggage can be stored at the reception.

#### LUGGAGE SERVICE

If you need help please ask us – we will be glad to assist you.

#### MEETING ROOMS

Our hotel is specially equipped for your meetings and has daylight-flooded and air-conditioned conference rooms. Our meeting rooms are variably sized from ... m<sup>2</sup> up to ... m<sup>2</sup>. For detailed information please ask the reception.

#### MINIBAR

Every room is equipped with a minibar. The prices can be found in the price list.

#### NEWSPAPERS

Newspapers are provided free of charge at the reception.

#### PAYMENT

Please pay your invoice at the reception. Accounts can be settled in cash, via EC-card as well as Mastercard, Diners Club, Visa, JCB and American Express.

#### PETS / DOGS

Pets and dogs are allowed in our house. We charge EUR 10,00 per night for cleaning.

#### PHARMACY

The next pharmacy is called .... and is located in the ....straße. Please contact the reception for further information.

#### PHOTOCOPIES

Kindly contact the reception

#### PILLOW

Please ask the housekeeping team for a variety of different pillows! We provide various types e.g. different sizes, feather pillows, foam fill pillows, bolsters etc.

#### PLEASE DO NOT DISTURB

Please leave the sign at the exterior door if you do not want to be disturbed.

#### POST

You can leave your letters and postcards at the reception. We will bring them to the post office daily.

#### RADIO PROGRAMS

You can receive radio programs via the TV. Please pay attention to the tv program survey.

#### RECEPTION

Our reception is manned 24 hours. Please dial XXX.

#### RESTAURANT

Our restaurant is opened daily from 12.00 am to 14.00 pm and from 18.00 to 23.00 pm. Hot dishes are served daily from 12.00 am to 22.00 pm. Cold dishes are served from 12.00 am to 23.00 pm. Reservations can be made under XXX.

#### ROOM SERVICE

You can order drinks as well as meals from your room service menu. Please call ... We charge an extra fee of EUR 5,00. Room service is possible from 06.00am to 22.00 pm.

#### SAFE

For your valuables you can use the safe at the reception.

#### SANITARY ARTICLES

We provide sanitary articles such as tooth-brush, tooth-paste or shavers for a fee at our reception.

#### SAUNA/STEAMING SAUNA

Is located in the basement. Opening hours: 17.00 to 22.00 pm.

#### SEWING SUPPLIES

You find a sewing set in your wardrobe. Sewing service is available on request. Please contact the reception.

#### SHOE CLEANING

A shoe cleaning device is located in the ground floor.

#### SHOE CLEANING SERVICE

On request we clean your shoes. Please contact the reception. On request you can also receive shoe polish here.

#### SPORT AND LEISURE

For tips on planning your leisure, please contact our reception.

#### STAMPS

Are available at the reception.

#### TRAIN / BUS

You can reach the city center by ... - At our reception we provide current schedules.

#### TRIPS / EXCURSIONS

For advice please contact our reception.

#### TAXI

Please contact the reception.

#### TELEPHONE

We charge EUR 0,30 per unit.

#### TICKETS

Our reception team will advise and assist you by ordering and booking various tickets for example for musicals, operas etc.

#### UMBRELLAS

If you need an umbrella please contact the reception.

#### WAKE UP CALL

Our reception staff is glad to take your wake up request. An alarm clock is also installed in your tv / telephone. Please let us know if we can assist you.

#### WI-FI

You can use our wi-fi in the public areas building. For access and fees please contact our reception.

## TV program survey

01. ARD
02. ZDF
03. BR3
04. RTL
05. SAT 1
06. RTL 2
07. PRO 7
08. Kabel 1
09. VOX
10. 3Sat
11. arte
12. N-TV
13. DSF
14. Eurosport
15. CNN
16. BBC WorldNews
17. MTV
18. RaiUNO
19. TV5 Monde
20. TVE
21. BVN
22. KIKA
23. Bayern 3 (Radio)
24. Radio Gong (Radio)
25. Antenne Bayern (Radio)
26. Bayern 4 Klassik (Radio)
27. Premiere Film (engl.)
28. Premiere Sport