



Everything you need to know from A to Z

Arrival and Departure

- Check-in:
 - o from 3:00 PM; earlier check-in is available upon request and subject to availability
 - o if you expect to arrive very late, please let us know in advance
 - o upon arrival, you may park in our hotel parking lot for the first hour free of charge
- Check-out: by 11:00 a.m. – late check-out is available upon request and subject to availability; please ask at the front desk
- If you arrive early or depart late, you are welcome to store your luggage with us

Bathrobes

- Available for rent at the front desk
- Guests staying in Comfort Rooms will find a bathrobe in their room
- The rental fee for a bathrobe is €5.00 (large sauna towel €3.00 each)

Bar

- Located to the right of the front desk
- Open Sunday through Thursday from 12:00 PM to 11:00 PM
- Open Friday and Saturday from 12:00 PM to 1:00 AM (also during trade show periods)

Meal Times

- Breakfast “Rhapsody”:
 - o Monday through Friday from 6:30 a.m. to 10:30 a.m.
 - o Saturday & Sunday from 6:30 a.m. to 11:00 a.m.
- À la carte “Le Bisou”:
 - o Monday through Sunday from 12:00 p.m. to 9:00 p.m.
- Bar & Bistro
 - o Monday through Sunday from 12:00 PM

Bicycle garage

- Located in our parking lot
- The garage is lockable; you can obtain the key at the front desk

Fitness area

- Open daily from 6:30 a.m. to 9:30 p.m.
- Use of the fitness area is included for hotel guests
- Equipment: Cross trainer, treadmill, exercise bike, weight station, exercise balls

Dogs

- Dogs are welcome upon request; the fee is €10 per night per dog
- Pets are not permitted in the wellness area—we appreciate your understanding

Children’s Equipment

- We are happy to provide a crib or high chair
- Please let us know if you need one

Reading Material

- A variety of newspapers are available for you in the breakfast restaurant “Rhapsody” and in the à la carte restaurant “Le Bisou”

Minibar

- Snacks and beverages are available for purchase 24/7 at our reception kiosk

Parking

- Our hotel has 220 on-site parking spaces right outside the door
- Parking is free for the first hour on the day of your arrival
- After that, the cost is €2 per hour or part thereof, up to a maximum of € 10,00 per day

Smoking

- is permitted only in front of the main entrance

Reception Hours

- Our reception desk is staffed 24 hours a day

Quiet Hours

- from 10 p.m. to 8 a.m.

Laundry and Ironing Service

- Laundry lists and laundry bags can be found in your closet
- Drop off your laundry at the front desk by 8 a.m.; it will be returned to you washed and ironed the next business day

Wellness

- Opening hours:
 - Wellness area with pool area and fitness room from 6:30 a.m. to 9:30 p.m.
 - Sauna from 6:30 a.m. to 9:00 p.m.
- Massages are available upon request—we'd be happy to schedule an appointment with our external massage therapist for you
- Use of the entire wellness area is included for hotel guests

Wi-Fi

- Free to use
- Simply log in to the open network using your room number, name, and departure date, and start browsing

Payment Methods

- Cash
- Debit cards
- Mastercard
- Visa
- Diners Club
- American Express

Room Cleaning

- Cleaning takes place in the morning
- Take advantage of our “**Green Option**” and opt out of room cleaning. In return, you will receive a voucher for a complimentary drink at our bar

Room Phone

- To make an outside call, first dial 0, then the desired phone number with the area code
- For internal calls, dial 1 first, then the corresponding room number
- You can reach the front desk at extension 2