

Guest Information



Additional blanket

You will find a wool blanket in the wardrobe. If you need another one, please call the reception: **6600**.

Allergic persons

Please contact the reception if you will need any special laundry.

Baby changing table

You will find this in front of the rest rooms in the basement.

Bathrobe

If you would like to have a bathrobe, please call the reception. We would be pleased to lend you one for a caution of **10.00€**.

Breakfast

We serve our breakfast buffet from 6.30 am to 10 am, on Sundays or Public Holidays from 7 am until 10.30 am.

Beer garden

The terrace of our restaurant opens at 3 pm due to good weather. For dinner you will find a large selection of meals in our menu.

Change of towels

If you would like to receive new towels, please drop the old ones on the floor. We kindly would like to remind you to keep them more often to save the environment. We can also change your bed linen daily upon request. Please inform reception accordingly.

Check in

Starts at 2.00 pm

Check out

Latest at 11.00 am

Please do not leave your luggage in the room after the check-out time. You are welcome to store it at the reception desk.

Cold drinks

The bottle of mineral water you will find in your room is once complimentary.

Credit cards

We accept EC, MAESTRO, VISA, MASTERCARD and DINERS.

Departure

Please vacate your room on departure day latest at 11 am and leave the key at the reception desk. You are welcome to store your luggage at the reception desk.

Doctor

You will find a list of all local doctors at the reception. If you feel miserable, please inform us immediately.

EMBL-Shuttle

The EMBL offers his guests and employees a free shuttle bus from Monday to Friday. You can find the arrival and departure times on the time table in your brochure or at the reception desk.

Emergency exits

In each room you will find a plan with the emergency exits. Please have a close look at this plan and never use the lift in case of fire. In case of emergency please dial: **6600**.

Fitness room

Our fitness room is located in the basement and is open from 6 am to 11 pm. You will find exercise machines, stationary bike, stair master and other different pieces of sports equipment.

Leisure time

In the lobby you will find a lot of information about events and activities in the surrounding area of Heidelberg. For further information, please ask our friendly staff. We are welcome to assist you.

Front door key

You are welcome to drop it at the reception desk. We would like to inform you, that a failure to return the key will result in a **70.00€** charge to your account to cover our expenses for the loss.

Garage

We have a free parking lot right next to our hotel. In addition, we can offer you an underground parking space in our garage for an extra charge of **10.00 €** per day.

Guest Information



Guest safe

Please do not leave your valuables in your hotel room or in the car. We need to remind you that we do not accept warranty. If you would like to you can drop them at the reception desk in the hotel safe.

Internet

You can use our WiFi connection for free. In the room on the desk, you will find the access details.

International adapter

You can borrow a converter or charger at the reception for a **10.00€** deposit.

Iron and ironing board

You can borrow one at the reception.

Library

On the ground floor you will find a reading corner with a range of different books and magazines.

Lift

You will find one lift in the hotel.
Please do not use in case of emergency.

Laundry and dry-cleaning service

We can take care of your laundry.
Please come to the reception to pick up a laundry bag. Please give the one to us before 4 pm. Please note that the processing time will take approx. 2 days.
This service is not available during the weekend.

Luggage

We do offer luggage storage prior or after your stay. If you need help with your luggage, please let us know.

Meal restricts

If you have any meal restricts, please inform the reception team and we will try our best to organize an alternative.

Needle and thread

Are available at the reception. We are also happy to help you with small sewing jobs, e.g. sewing on a button.

Non-Smoking rooms

Smoking is not permitted in your room. You will find an ashtray on your balcony. Please keep the balcony door closed while having a cigarette.

Parking area

We have a free car park next to our hotel.

Pharmacy

You will find a pharmacy near to the hotel 500m north. If you have any questions, please ask our friendly staff.

Pillows

We are pleased to offer you a choice of different pillows. Please ask our reception.

Playground

In our garden we have a children's playground. Please do not leave your children unattended while they are playing.

Post

You will find postcards and stamps at the reception desk. We would be pleased to deliver your post.
If you leave it with us from Monday to Friday before 8 am it will be sent the same day.

Printer

If you need to print your boarding pass, train ticket or any other document please send the PDF file by email to: **isg@embl.de**

Quality

We are rewarded with three stars superior from the German hotel and guesthouse classification. We are very keen on keeping and improving these standards, so please tell us your suggestions or recommendations. If you are dissatisfied due to any case, please inform us immediately!

Reception

Our reception is staffed from 6.00 am till 10.00 pm daily.
If you like to check out before 6.00 am please settle your bill the day before until 10.00 pm.

Guest Information



Restaurant

Our restaurant with international and regional food opens up at 3.30 pm.

The kitchen closes at 9.30 pm.

Review

You enjoyed your stay or you have a recommendation for us? We kindly invite you to complete our review form.

Sauna

Our sauna is located in the basement and it is open from 8.00 am to 10.00 pm. Please make a reservation at the reception a half an hour before you would like to use it.

Shoeshine machine

Our shoeshine machine is located in the basement.

Shuttle-Service

If you need a shuttle bus for a transport to the airport or railway station, please make a reservation at the reception. Please note that the airport shuttle needs to be booked **2 days** prior to your departure.

Slipper

You can purchase a pair of slippers at the reception for **3.00 €**.

Smoke alarm

We have smoke alarms located everywhere in the hotel. Please inform us immediately, if there is any problem or warning sound.

Taxi

We would be pleased to order a taxi for you. Please call the reception **6600**.

If you would like to pay by credit card, please inform us in advance.

Stool

If you need a stool for the shower, please ask the reception.

Telephone

To make national or international phone calls, please dial 0 before.

To make a call within the hotel, please dial 66 + the two-digit room number. To receive a call in your hotel room please use the following phone number:

+49 (0) 6221 3861 66 + your two-digit room number.

Toiletries

We are happy to offer you items such as shaving cream, toothbrush, toothpaste or combs. Please ask our staff at the reception.

Umbrellas

You can borrow umbrellas at the reception for free. Please bring them back for other guests.

Wake up call

It is possible to get a wakeup call between 6.00 am and 10.00 pm. Please make a reservation under 6600. To make sure you are awake please answer the call.

Washing machine

In the basement you will find a washing machine and dryer. You can purchase washing powder and tokens at the reception. A washing token will cost you **4.50€**, a dryer token **2.00€** and the powder **1.00€**.