

You would like to know which service you could expect at the hotel?
Here you will find all guest information from A to Z

Adapter and Extension Cables

Adapters, WLAN-LAN-Converters and extension cables are available at the reception.

Arrival

We hope you had a pleasant trip and will enjoy your stay at our hotel. The rooms are available for you from 03.00 p.m. on the day of arrival.

At IT's BEST?

Your feedback is important to us! Please share your comments with us on www.bwfeedback.com. This is our way to become a little better each day. Thank you very much for your help!

Baby Equipment

We are happy to provide you with a baby cot or baby monitor for fee. Please contact the reception.

Our colleagues from the restaurant have a baby chair ready.

Bank

Address and details are available at the reception.

Bar

The hotel bar is open daily until midnight.

Bathrobe and Slippers

We are happy to provide you with a bathrobe and slippers for a fee of 5,00€ per stay. Please ask the reception desk.

Bathroom stool

We will be happy to bring a bathroom stool to your room on request. Please ask at the reception desk.

Breakfast

Our breakfast is served daily from 06.30 a. m. till 10.30 a. m. in our restaurant "wintergarten". For room service we will charge you a fee of 5,00€.

Car

Should any technical problems occur with your car during your stay, please do not hesitate to contact our staff members at the reception.

Car Rental

You receive information and agency details at the reception, please dial -120.

Children

Children up to 12 years stay free of charge in the parent's room. We are happy to provide you with an extra bed free of charge.

City Maps

You will find some maps for the city and locations around at the reception.

Computer Dataport

You will find a dataport for ISDN modems in your room. Analogue modems are available at the reception.

Concierge Service

A member of the reception staff will be happy to provide you with information and booking requests.

Credit cards

Besides cash and EC-Cash we accept the following credit cards: American Express, Master Card, Diners Club Card and Visa Card.

Chargers and cables for mobile devices

We have a selection of chargers and extension cables for your mobile devices available to borrow free of charge at the reception.

Church service

Information is available at the reception.

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Cosmetic products

For complementary hygienic and cosmetic products such as additional towels, facecloths, shaving mouse, shower caps or oral hygiene please contact the reception.

Currency Exchange

The next bank for changing money is situated at the Gotthardstrasse 48, about 10 minutes walking distance away. Please note the following business hours:

Monday	08.30 a.m. till 06.00 p.m.
Tuesday	08.30 a.m. till 06.00 p.m.
Wednesday	08.30 a.m. till 02.00 p.m.
Thursday	08.30 a.m. till 06.00 p.m.
Friday	08.30 a.m. till 02.00 p.m.
Weekend and holidays closed	

Departure

We hope you had a nice stay at our hotel. The rooms are available until 11:00 a.m. on the day of departure. If you need to check out later, please contact the reception desk. You can leave your luggage free of charge till you leave the hotel.

Doctor, Pharmacy

Please contact the reception for details. The closest located hospital is the "Carl-von-Basedow-Hospital" +49 3461 – 270.

E-mail

For the time of your stay, we are looking forward to take receipt of your E-mails. Please contact the reception. Our E-mail address: info@bestwestern-merseburg.de.

Emergency Call

Reception	- 120
Police (direct call)	0 - 110
Fire department (direct call)	0 - 112

Emergency Exit

In case of fire, please note the escape route plan on the inside of your hotel room door and in the corridors. There you will find information on the nearest emergency exist and your own location.

Fan

A fan is available at the reception. This service is free of charge.

Fax service

For outgoing faxes please contact the reception at any time. One fax page will be charged with 0,25€. Incoming faxes will be kept at the reception. Our fax number: +49 361 – 350 100.

First aid

Please call the reception by dialing – 120.

Flight information

For information and booking please contact the reception.

Flowers

Our reception staff will order flowers for you. If you need a vase, please contact us.

Hairdresser

Our reception staff will help you to arrange an appointment at the hairdresser.

Hot drinks, coffee and tea

We are happy to provide you with a coffee and tea making set in your room. This service is free of charge.

In case of fire

- Keep calm
- Keep doors and windows shut
- Read the emergency plan
- The green emergency exists indicates the nearest exit
- Do not use the elevator in case of fire
- Please leave the building using the designated staircase or emergency exit
- Fire extinguishers are located on every floor
- the collection point is on the left side of the hotel

Internet Counter

Feel free to use our web corner at the reception. This service is free of charge.

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High Speed Internet

Wi-Fi is available in the entire hotel. This service is free of charge. Please connect your mobile device with the Wi-Fi "BW Merseburg" and follow the instructions in your browser. If you need help please contact the reception.

Iron and Ironing Board

Please contact the reception if you need an iron or ironing board. This service is free of charge and available 24 h.

Ironing service

We are happy to iron your laundry for a fee and it will be returned within 24 hours. Please contact the reception.

Laundry

We clean and iron your laundry within 24 hours – please contact the reception. You will find the pricelist in your closet.

Leisure Amenities

Our guests can use the pool and sauna free of charge. Please check the business hours during your stay. For further leisure facility information please contact the reception.

Leisure facilities

Our reception will be happy to provide you with information about permanent and seasonal leisure activities in the region.

Lobby Computer

A working station with internet access and printer is available free of charge at the reception at any time.

Lost and Found

If you lost something, please contact the reception.

Luggage

If you need help with your luggage or want to store it in the hotel until departure, please contact the reception at any time. This service is available 24 h.

Meeting Rooms

We have 5 meeting rooms for up to 100 people. Whether meetings, conferences or celebrations – please contact our colleagues from the banquet department on extension -120.

Messages

Messages are deposited at the reception.

Minibar

All suites are equipped with a minibar. Please note consumed drinks on the minibar list and hand it over to the reception to settle the balance when you leave. Thank you.

Newspaper and Magazines

A selection of newspapers is available at the reception at request.

Non-Smoker

Please note that smoking is not permitted by law in all areas of the hotel. A fee of 150€ will be charged for any violation.

Paper and Envelopes

Please contact the reception if you need paper and envelopes.

Parking

The hotel owns parking spaces near by the hotel. The parking place will be charged with 12,00€ a day, the parking garage will be charged with 14,00€ a day. Please note that the hotel can't guarantee a parking lot. Make sure that you don't leave any valuables in the car.

Payment

Please settle your account at the reception by 12.00 p.m. on your departure day. We accept the following: cash, EC, VISA, Mastercard, American Express, Eurocard and Diners Club.

Petrol Station

The nearest gas station is located about 1 km away from the hotel in direction to Halle/Saale.

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Pets

Your pets are welcome at our hotel. Please note that it is not allowed to bring them to the wellness area. There is an extra charge of 14,00€ per night and pet. Please keep your dog on a leash.

Pillows

You can choose from a selection of feather pillows, spelt pillows and neck rolls. Please ask our staff at the reception.

“Please do not disturb”

Simply hang the sign provided for this purpose on the outside of your hotel room door if you don't want to be disturbed or the room is not to be cleaned yet.

Postcards

You can buy postcards at the reception. Price per postcard 0,95€.

Photocopying

Copy service is available 24 h at the reception. Our staff will be happy to assist you. The price of one copy is 0,25€ and a foil copy 1,00€.

Printing

You are welcome to use our PC station at the reception if you wish to print a document.

Questionnaire

Your opinion regarding our services and facilities is very important to us. Please leave your completed questionnaire online.

Railway Information

Please ask the reception for the train schedule.

Reception

Our reception team is 24 hours a day at your service. Please call -120 for any assistance.

Restaurant

Our restaurant AZado offers a variety of snacks for lunch and dinner from 6 p.m. till 10 p.m.. The best beef from South American Cow as well as juicy steaks from the grill will turn your visit in the

evening in an unforgettable experience. We also recommend the small section from the daily menu.

Restaurant reservation

The reception desk or the staff at the restaurant will be delighted to reserve a table for you.

Room reservation

Take the opportunity to make reservations at any BEST WESTERN hotel worldwide. Our reception will be there to help you at any time.

Room service

To order a small variety of snacks and drinks please contact our restaurant, dial -502. Room service is available from 6.00 a.m. till 10.00 p.m. We will charge 5,00€ per room and order.

Safety Deposit Box

The safe is located in your wardrobe. It is managed with an electronic combination lock. This service is free of charge. The hotel is not liable for any loss of personal values in your room. Alternatively, we keep a central safe for valuables at the reception.

Shoeshine Service

A shoe polish machine is located in front of the restrooms in the ground floor.

Snacks and Drinks

Snacks and drinks are available daily from 6.00 a.m. till 10.00 p.m. Please call our restaurant -502.

Souvenirs

You can buy little presents or souvenirs at the reception.

Stamps

You will receive stamps for postcards and letters at the front desk.

Taxi

If you need a taxi, please contact the reception.

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Telephone

For long distance calls please dial "0" for the outline. Per unit we charge 0,25€. If you call from room to room it is free of charge, just dial the room number you want to call.

Some important national and international codes

Belgium	0032	Netherlands	0031
Denmark	0045	Norway	0047
France	0033	Austria	0043
UK	0044	Spain	0034
Italy	0039	Sweden	0046
Japan	0081	Swiss	0041
Luxembourg	00352	USA	001

The use of Calling Cards, Toll Free Numbers and AT&T Cards is not possible.

These and That

A sewing kit, additional blankets or pillows, bathrobes, complementary hygiene and cosmetic articles (e. g. soap, towels, shaving kit, foam, body lotion, toothpaste and tooth brush, feminine products, face clothes, shower cap, anti-slide-insert for bathroom), ironing facilities, mechanical fan or other helpful things can be obtained complementary 24 h upon request at the reception.

Tickets

If you need a concert or theatre ticket our reception will help you to arrange them.

Train station

The train station Merseburg is 500 meters away from the hotel.

TV channels

A list of the available national and international channels you find at our guest map. The current program information you will find on your desk.

Valuables

Please store all valuables at the safe in your room. It is located in your wardrobe and is managed

with an electronic combination lock. This service is free of charge.

Alternatively, we keep a central safe for valuables at the reception.

Vending machines

A cigarette machine is located in the ground floor near the bar.

Voltage

All rooms are equipped with 220 V/50 Hz sockets. The power will be turned off by the card switch if you leave the room. A marked permanent power socket is available next to the desk.

Wake-up calls

Please contact the reception.

Water

We provide you with a bottle of water in each room for a fee of 3,90€. Alternatively, you can get water in bottles at any time at the bar.

Wellness area

Our spa area is located in the basement of the hotel. The use of the pool and sauna facilities is free of charge for guests. Please inform yourself about the current opening hours before use.

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