

A-Z Guide

- Air Condition:*** All rooms as well as the breakfast room and bar area are equipped with air conditioning. The controls for this can be found next to your front door. Open the lid to change the temperature.
- Bank:*** A bank with cash dispenser you can find next to our hotel and in the shopping mall.
- Bathrobe:*** Bathrobes are available for a rental which amounts to EUR 5,00. Please leave the used bathrobe in your room on the day of departure.
- Bedclothes:*** An extra pillow, blankets or non- allergic bed linen is available all the time free of charge. Please contact the front desk.
- Breakfast:*** Breakfast is served Monday to Friday from 06:30 a.m. till 10:00 a.m. and Saturday, Sunday and on holidays from 7:00 a.m. till 11:00 a.m.
- Breakfast-Express:*** You have to leave early? With our “to go box“ for Early Birds we will not let you start without breakfast. As of 6:00 a. m. your breakfast is available. Please let us know until 10:00 p. m. on the day before if needed.
- Business center:*** You can use our computer and printer free of charge on the fifth floor.
- Calls:*** If you would like to get called directly in your room please use the number 0208 – 30863- 1 + your room number.
- Cab / Taxi:*** Our receptionists will be delighted to order a cab for you if no one is waiting in front of the door.
- Car Rental:*** For car - rental and taxi information please ask at the reception desk.
- Car repair shop:*** Our employees at the front desk would be delighted to inform you about the next available car repair shop.
- Charger:*** There are different types of chargers for your cell phone or the sockets available at the reception free of charge.

- Check In Time:** Your room will be available at 02:00 p.m.
- Check Out Time:** Please check out by 12:00 p.m. on your day of departure. If you intend to check out later, please contact the reception desk. You can store your luggage at the reception free of charge.
- Children:** Children until 12 years spend the night in their parent's room free of charge. If you like we provide you with an extra bed for EUR 35.00 per night.
- Church Services:** For information please contact the reception desk.
- Clubs / Bars:** Different and interesting clubs or bars are in the immediate surroundings area of our hotel. You can obtain the opening times and directions how to reach them at the front desk.
- Concierge:** You need a recommendation for a restaurant or details for sightseeing-tours? You need tips for shopping or you want to get theatre tickets? Our Concierge Service can be reached under -9.
- Cosmetic products:** For complementary hygienic and cosmetic products please contact the front desk. (for example: towels, bathrobes, face clothes, non-returnable shaver, shower caps, oral hygiene, ...) available during our opening time 6:30 a.m. and midnight.
- Cots:** A cot is available. Please contact the front desk. This service is free of charge. (Excluding for special offers and promotions, please ask at the reception.)
- Credit Cards:** The following credit cards are accepted: American Express, Mastercard, Electronic Cash (Maestro Card), Visa Card and Diners.
- Currency Exchange:** For further information please contact the reception desk.
- 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@forum.bestwestern.de
- Emergency Call:**
- | | |
|------------------------|--------|
| Reception desk: | 9 |
| 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 the case of a 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 9.**
- Face cloth:** Additional towels, soap, shaving kits, toothbrush, shower caps, sewing kits, mechanical fan, ironing facilities, extra pillows or blankets, bathrobes and other useful things can be obtained complimentary upon request at reception.
- Fax, Copy, Scan:** The reception desk staff will be delighted to assist you in sending all your faxes during our opening times from 6:30 a.m. until 11:00 p.m.. One piece of paper costs EUR 0,25.
- 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
- Flowers:** With pleasure we provide you vases. Please contact the front desk.
- Food / beverages:** You can find different kinds of snacks and beverages in the minibar. For any other kind of food, just ask the employees at the front desk.
- Gym:** Our fitness area is appointed with a stepper, a power station and a pushbike. This service is free of charge and opened daily from 7 a.m. to 10 p.m.
- Hairdresser:** You will find a hairdresser in the mall. Please contact the reception desk.
- Hot drinks:** Coffee and tea making facilities are available in your room and at the reception 24h free of charge for your use during your stay.
- Hotel Reservations:** If required, we will organise an accommodation at any other Best Western Hotel all around the world for you.

<i>Incoming Packages/letters:</i>	You can pick up received packages or letters at the front office. We are delighted to receive your packages / letters.
<i>Internet – Counter:</i>	Feel free to use our web corner on the 5 th floor. This service is free of charge.
<i>High Speed Internet:</i>	On your desk you can find your access to the Wi-Fi usage. This service is free of charge for you. Please follow these steps: <ol style="list-style-type: none"> 1. Your login data you can find in the middle of this sheet of paper. 2. Switch on the WLAN access at you device. 3. Choose from the list the hotel's wireless network, name BestWestern 4. Enter the password in the field shown <p>Do you have questions or do you need help? Please contact our front desk staff.</p> <p>If you like you can also use one of our 4 LAN stations in the hotel. These are available in both breakfast rooms, at the bar and at the atrium. The corresponding cables are available at the reception.</p>
<i>Ice cube maker:</i>	Ice cubes are available free of charge. Please contact our reception staff.
<i>Iron / Ironing Board:</i>	You can find both inside your wardrobe.
<i>Leisure opportunities:</i>	Our hotel offers a sauna and a fitness area. For more information please contact the front office staff.
<i>Lost and Found:</i>	If you lose or forget something in the hotel please contact the reception desk.
<i>Laundry Service</i>	You can find a form in your room with all information about our cleaning service.
<i>Lounges:</i>	Our reception hall, the bar area and the atrium are available all the time.
<i>Luggage:</i>	If you require assistance with your luggage or wish to temporarily store it in the hotel, please contact the reception desk. You can also keep your luggage in the hotel until your next visit in Muelheim.

Map Of The Town:	You can get a map at the reception.
Medical doctors:	Please contact the reception desk.
Newspapers / Magazines:	Newspapers and magazines are available in the hotel lobby or on the 5 th floor.
Parking:	The car park is located directly next to the hotel. It is the garage of the shopping mall "FORUM" and is available all day. This service is free of charge for you. (Excluding for special offers and promotions, please ask at the reception.)
Petrol Station:	The next petrol station is about 2 km from the hotel.
Pets:	We welcome pets in our hotel. The price is EUR 15,00 per night. However, we would like to ask you to consider other guests. If you need a dog bowl, please contact the reception desk.
Pharmacy:	The next chemist's shop is in the mall next to the hotel. Pelikan Vital Apotheke Mo. to Fr. 9:00 a.m. - 7:00 p.m. and Sa.10:00 a.m. - 6:00 p.m.
Photocopying:	Copy - and facsimile is available during our opening times at the reception desk. Our staff at reception will be happy to assist you. The price of one photo copy or fax is EUR 0,25 per unit.
Please Do Not Disturb:	Please hang up the sign at the door which you can find in your room, if you don't want anybody to disturb you or otherwise our team will tidy up your room.
Post:	You can leave your mail at the reception desk. Incoming mail will be held for you at the reception desk.
Railway – Information:	Our staff at the reception desk will assist you in finding the relevant information.
Reception:	Our reception team is at your service from 6:30 a.m until 11:00 p.m.. We are reachable via phone 24/7, please dial number 9.
Restaurants:	You can get recommendations for restaurants at the front office.

- Room reservation:** If you are interested we are delighted to reserve any room in any Best Western hotel in the world.
- Room Service:** For an additional charge of EUR 3,00 we will serve you your breakfast to your room from 7:00 – 10:00 a.m.
At the weekend from 7:00 – 11:00 a.m.
- Safe 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 valuables in your room.
- Sauna:** The sauna is free of charge and available from 7:00 a.m. until 10:00 p.m. After application at the front office the sauna will be available after thirty minutes.
- Shoeshine Service:** A shoeshine machine is located next to the elevator on the fifth floor. A shoeshine sponge is located in your room.
- Sightseeing Tours:** The staff at the reception desk would be delighted to assist you in arranging tours and excursions.
- Snacks / Drinks:** Different kinds of snacks and drinks you can find in the minibar. For any other kind of food, just ask the employees at the front desk.
- Stamps:** Postage stamps, writing pad and envelopes are available at the reception.
- Station:** The station is directly next to the hotel. For more information, please contact the front 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 and add a 1 at the front.
Charges per unit are EUR 0,25. 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 codes:

<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>

More area codes are available at the reception.

Television: Our cable system offers you programs in German and English. The up-to-date TV guide can be found in your room or in the guide in TV.

Voltage: All rooms are equipped with 220 V / 50 Hz sockets an available 24h.

Wake up calls: Please contact the reception desk.

Water: You will find bottled water available in your room. Charge: EUR 2.50. If you like any other drinks or some snacks, please have a look in your Minibar. As the tap water in our region is safe to drink, do not hesitate to taste.

Art at the Hotel

Alfred Gockel, the artist on your room

The picture on the wall of your room is made by a not at all unpopular artist, Alfred Gockel.

Alfred Alexander Gockel was born in Ludinghausen, Germany in 1952. From his earliest days on, he was fascinated by the magic of colours on paper. This talent and enthusiasm resulted in the release of his first art work by a German publisher at the age of 8. After he graduated from high school, he commenced his studies at the Polytechnic Academy in Munster in 1973. His main emphasis was typography, graphic design and advertising. He graduated in 1977, and in the following years he was active as a freelance artist, designer and lecturer of typography and graphic design at the Polytechnic Academy in Munster. In 1981 his work of art had developed so strongly, that he had to stop with all additional activities and become a full-time artist. This was the beginning of a long and successful career. In 1983 he and his wife Ingrid founded an art publishing company: Avant Art, today a top ranked player in the abstract segment of the market, with customers in more than 50 countries worldwide.

Gockels' art collection is subdivided into two major categories: unique art work and graphics. This unique art mostly is oil on canvas, and in some periods he also creates aquarelles. His art is composed with the most beautiful lighted colours, trimmed with powerful black figures and accents. The separate colours and the black trims all fade together, and create an individual image for every spectator, no matter what culture or social position.

The unique identification of his art, and the ability to load your own emotional batteries with his power, are the most heard arguments for his works. He keeps his art pure, the way it's supposed to be.