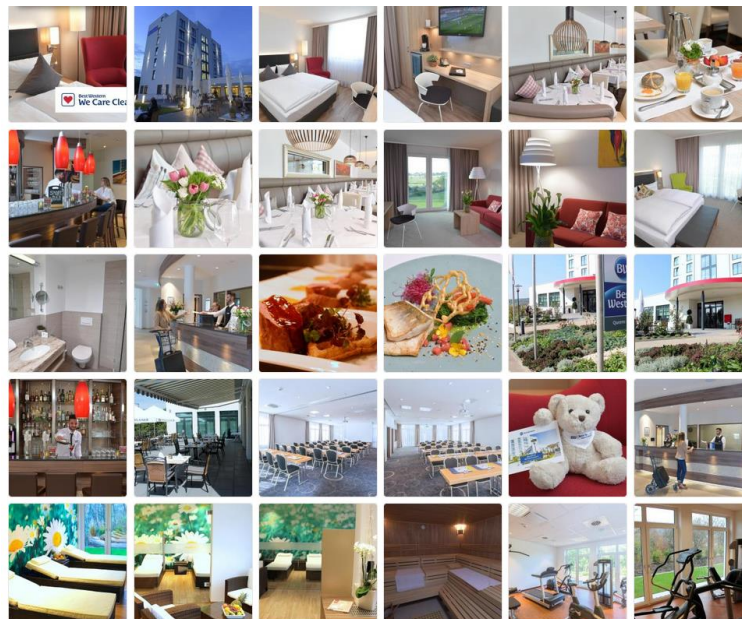




## Welcome to our Best Western Queens Hotel in the Goldtown Pforzheim!

As a family-run 4-star private hotel, since 1902, we have always attached significant importance to first-class service, maximum comfort, and special mindfulness to details. Our 118 renovated rooms feature the latest technology equipment, HD TV, Sky Access, air conditioning and high-speed Wi-Fi, as well as an original room concept.



The proximity to the A8 direction Frankfurt / Stuttgart and the Goldtown Pforzheim makes the hotel the ideal starting point for private or business travellers. Both, culture, and sports enthusiasts, will find a great entertainment program. For the end of a perfect day, you will find relaxation in our wellness area with over 150 square meters, including a Finnish sauna, a Sanarium and our relaxation rest room with a view of the countryside.

In addition to 118 hotel rooms, we offer especially for our food lovers different dining venues as our restaurant Paladin with a high-class cuisine and our casual Sportsbar with lounge and fireplace. Our business guests await a great conference capacity that ranges 200 square meters with various meeting and conference rooms.

Again, a very warm welcome!

**Your Suedes Family  
& Queens Team**

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In case of inquiries please contact the front desk. The front desk is opened daily from 6.30 a.m. until 10 p.m.

Front

Extension: - 900

## **Roomservice**

We offer room service daily from 6.30 am – 22.30 pm.

*For each order we charge a service fee of 5 €.*

Depending on the daytime you can chose from the below food options:

### **Breakfast selection from 6.30 – 10.00 am**

**French breakfast** with two mini croissant, one bread roll, Nutella, jam, and honey.

*You can choose between orange or multivitamin juice and a coffee or tea of your choice.*

**Swabian breakfast** with two bread rolls, boiled egg, cheese- and cold cut selection, jam, butter, and honey. *You can choose between orange or multivitamin juice and a coffee or tea of your choice.*

**Classic breakfast** with two bread rolls, jam, butter, and honey. Scrambled or fried egg with bacon. *You can choose between orange or multivitamin juice and a coffee or tea of your choice.*

### **Pizza & Snacks from 10.00 am – 22.30 pm**

*Pizza Margherita with tomato sauce, mozzarella, and basil*

*Pizza Salami with tomato sauce, spicy salami, cheese, and mozzarella*

*Pizza Tonno with tuna, onions, cheese, and tomato sauce*

- Prices upon request –

### **Restaurant Paladin a-la-carte Menu from 18.00 – 22.00 pm**

You will find the latest menu via the QR Code below:



#### **No QR Code Reader?**

In case you do not have a QR Code Reader, please contact the front desk. We will be happy to provide you will the latest Menu and Chefs recommendation. We will also be happy to bring the Menu to your room.

***If you have any allergies or intolerances, please let our service team know, we will be happy to have alternatives for you!***

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## A-Z Guide

### **Adapter/**

**Extension cables:** Adapters, chargers for diverse mobile phone devices and extension cables are available free of charge at the front desk. Please return the items after use.

### **At Its BEST?**

Your feedback is important to us! Please share your comments with us on our Best Western page, Google reviews, TripAdvisor, or Holiday Check. This is the way to become each day a little better. Thank you very much for your help!

### **Baby Beds:**

Baby beds are available free of charge. We offer a selection of baby utensils like a baby phone, baby food warmer, cover for diaper change, etc. Please contact the front desk.

### **Bank:**

The reception will be glad to inform you about the location & opening hours of banks in the area. The closest ATM is located at Sparkasse Niefern, Hauptstr. 36

### **Bar:**

Our Sportsbar is opened from Monday until Saturday from 4:00 p.m. until 10.30 pm. We serve fresh snacks, appetizers, and sparkling drinks. You may enjoy snacks in the lobby 24/7 through our vending machine next to the front desk.

### **Bike:**

You are welcome to park your bike free of charge in our lockable bike cellar. We also have a separate drying room and a repair kit with accessories for free rental. If you would like to rent a bike or e-bike or need tips for your bike route, please contact the reception.

### **Breakfast:**

You can enjoy our rich breakfast buffet daily from 6:30 a.m. to 10:00 a.m. in our restaurant "Paladin". With pleasure we also serve breakfast for a supplementary service fee of 5.00 € per order in your room. Please contact the front desk reception for more information.

#### *Early Express Breakfast*

An early bird breakfast is available on request Monday to Friday from 5.30 a.m. in the breakfast room. For the early riser in a hurry, there is tea, coffee, rolls, fruit juice and fresh fruit. Warm dishes are available from 6.30 a.m. If you would like to use this service, please inform the reception staff the day before by 10 p.m. at the latest.

#### *Packed lunch service*

Alternatively, we would be happy to offer you a full packed lunch (or for a fee additionally). Please order this from the reception staff the day before by 10 p.m. at the latest.

### **Bathrobe:**

We will be glad to offer a bathrobe, sauna towels and slippers free of charge at the front desk. Please return the items after use.

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Front

- Bathroom:** Bathroom stools are available free of charge at the front desk. We can provide you as well with facial cloths. Please let us know if we may provide you with these extras.
- Cab/ Taxi:** Our front desk team will be delighted to order a taxi for you.
- Car rental:** For car-rental and taxi information please contact the reception desk, we will be happy to help you organize transportation, Tel. no. 900.
- Check In /  
Check Out:** Your room is available for check in from 02:00 p.m. on. Please check out latest by noon on the day of departure. If you intend to check out later, please contact the reception desk and check for availability. Feel free to leave your luggage at the front desk until 10:00 pm on the day of departure. For luggage storage after 10:00 p.m., please contact our reception desk.
- Children:** Children younger than 12 years spend the night free of charge in the bed of their parents. If you need an additional bed, please ask the front desk to check availability. We have a kid's corner with games in the lobby area for our small guests.
- Church Services:** For information, please contact the reception desk.
- Conference:** Our conference staff will be glad to inform you about our banquet room facilities up to 90 persons. A conference information brochure will be provided upon request at the front desk.
- Cosmetic  
Products:** For complementary sanitary or cosmetic products, please contact the front desk (for example: towels, facecloths, one-way shaver, shower caps, oral hygiene, etc.)
- Covid-19:** Your health, well-being and safety are of the utmost importance to us. You can therefore rest assured that we are currently paying more attention to cleaning hotel rooms and public areas in our hotels than we already have. Due to the current situation regarding Covid-19, there may be deviations from the regular service offer, we ask for your understanding. Our reception staff will be happy to answer any questions you may have.
- Credit Cards:** The following credit cards are accepted: American Express, Mastercard, Electronic Cash (Maestro Card) and Visa Card.
- Currency  
exchange:** Please contact the front desk for further information.
- Medication &  
doctors:** Please contact the reception desk for information regarding pharmacies and doctors close by.

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**Defibrillator:** There is a defibrillator in our main lobby.

**Dry-cleaning and laundry service:** We offer a laundry service by dry cleaning. Laundry bags and a price list can be found in the wardrobe. If you want to have your laundry cleaned on the same day, please indicate this at the front desk. On request, we change your towels and bed linen daily. Please inform the front desk.

**E-mail:** During your stay, we gladly accept e-mails addressed to you. Please contact the front desk. Messages are received and will be delivered to you. Our e-mail address: [info@queens-pforzheim.de](mailto:info@queens-pforzheim.de)

**Emergency call:** You will find an emergency button on your room telephone. Here are the most important extensions and numbers:

Reception desk	900
Police	0- 110
Fire brigade/ Ambulance	0- 112

**Emergency exit:** For your own safety, please familiarize yourself with the emergency exit plan in your room for the closest exit. In case of fire, please do not use the elevator.

**Excursions:** Pforzheim offers many sights. Our front desk team will be glad to inform you and help you with your trip and destination.

**Facsimile:** Fax services are available for you. Our front desk team will be glad to assist. Please be informed that there will be a charge of 0.30 € per page (including tax). Incoming faxes are free of charge.

**Flight information:** The front desk will be glad to check your flight schedule for you.

**Flowers:** Please contact the front desk for flower or decoration services. Vases are available for rent free of charge at the front desk.

**Garage for repairs:** Our front desk will be glad to inform you upon request.

**Hairdresser:** The front desk will be glad to inform you about location and opening hours of diverse hairdressers.

**Hot Drinks:** In your room you will find a coffee maker and coffee pads. The use of the in-room machine is free of charge. In case you prefer a teakettle, please inform the front desk, we will be glad to provide you with a kettle and your favorite tea free of charge. You can find our Ronnefeldt tea selection in the breakfast room.

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Front

**Reservations:** We will be glad to assist you in booking Best Western hotels all around the world. For inquiries, please call the Best Western reservation hotline: +49 800 2125888

**In case of fire:** In case of fire, please note the following:

1. Keep doors and windows closed.
2. Escape plans are located on the back side of your door. You will find additional plans in all public areas / hallways of the hotel.
3. Immediately leave the building via the stairs and signposted escape routes.
4. Fire extinguishers are on all floors.
5. Our assembly point is at the parking lot.

**High Speed Internet:** With your own device you have the option to access our free highspeed Wi-Fi. Please connect yourself to our hotel network indicated: "BW Queens Hotel". The password is: GOLD  
Please confirm our terms of use as well to access.

Do you have questions, or something does not work? The staff at the front desk is available via extension 900 for questions or assistance.

**Iron & Ironing board:** Please contact the front desk for this service (available during the opening hours of the front desk from 6.30 am until 10.00 pm).

**Leisure Amenities:** Hotel guests have access to our wellness area and fitness center. The wellness area (sauna) is open from 6.00 – 10.00 pm. The fitness center is open daily from 6.00 am - 11.00 pm. The reception will be happy to advise you on jogging routes and leisure activities in the region.

**Lost & Found:** Please contact the front desk.

**Lounges:** Our hotel lobby and seating area is available for hotel guests 24/7.

**Luggage:** If you require assistance with your luggage or wish to temporarily store it (possible until 8.00 p.m. at the day of departure), please contact the reception desk. The drop off service is available from 6.30 a.m. until 10.00 pm daily.

**Map of the town:** We will be happy to provide you with a city map at the front desk.

**Minibar:** You will find a free bottle of mineral water in your minibar. If you would like more drinks, we will be happy to fill your minibar with your favorite drinks for you. You can also purchase a large selection of snacks and drinks from our snack vending machine 24/7.

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Front

**Newspapers &  
Magazines:  
Parking:**

A selection of newspaper is available for free in the lobby.  
Outdoor parking spaces and indoor spaces are available for a parking fee. The front desk will be happy to inform you about availability and prices. We would like to ask you to always keep the fire brigade entrance clear.

**Petrol Station:**

The closest petrol station is located:  
Niefern, Enzberger Str. 40 (2 km distance from hotel).

**Pets:**

Pets are welcome in our hotel. Please register your pet prior to arrival. The pet fee is € 12,00 per pet /day. However, we would like to ask you to consider the other guests and not to bring the dog to the certain hotel areas (wellness, gym, food & beverage area).

**Photocopying:**

Copy- and facsimile services are available at the front desk. Our staff will be happy to assist you. The charge for a color photocopy is 0,70 € per page and for a black/white photocopy 0,30 €.

**Pillow menu:**

We offer a selection of pillows.  
Please contact the reception desk for more information.

**Please do not  
Disturb:**

Please use the do-not-disturb sign (which can be found at the inside door) if you do not want to be disturbed or if you do not want your room cleaned by housekeeping.

**Post, Parcel- and  
Express Service:**

We will be happy to deliver your mail to the closest post office.  
Incoming mail will be held for you at the front desk.

**Power/ voltage:**

All rooms are equipped with 220 V / 50 Hz sockets.  
You will find a permanently live socket at your desk. If you have a room with an energy-saving system, we will be happy to lend you a second key card on request. Alternatively, you can have your devices charged at reception.

**Railway  
Information:**

Our front desk team will be happy to assist you in finding the relevant information regarding railway schedules and location.

**Restaurants:**

Our restaurant "Paladin" is open from Monday until Saturday from 06:00 p.m. till 9:00 p.m. The Sportsbar is opened from Monday until Saturday from 4.00 – 10.30 p.m.

**Restaurant-  
Reservations:**

The front desk or restaurant team will be delighted to reserve a table for you.

**Reception:**

Our front desk is opened from 6.30 am until 10.00 pm daily.

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In case of inquiries please contact the front desk. The front desk is opened daily from 6.30 a.m. until 10 p.m.

Front

- Room service:** The room service with a selection of hot dishes is available from 6.30 am – 22.30 pm for you. The fee for room service is 5.00 € per order. A selection of drinks and snacks can be as well found in your vending machine next to the front desk.
- Safety deposit box:** We offer a safety deposit box free of charge at the front desk. Please note that we only guarantee for a restricted value. For more details, please contact the management via the front desk. Regarding your room, the hotel is not liable for any loss of personal values if they were not stored in the in-room safe (not available in our standard rooms).
- Sauna:** The sauna is in the basement. The use of the sauna is free of charge to our hotel guests. Sauna hours: 6:00 p.m.- 10:00 p.m.
- Shavers:** The reception desk will be pleased to provide you complimentary with a shaving kit.
- Shoeshine Service:** Shoe cleaning utensils are available from reception on request. You will find a shoehorn in your room. We have a shoeshine machine on the ground floor at the end of the hall. We are happy to offer a shoe cleaning service for a small fee on request.
- Sightseeing Tours:** The front desk team will be delighted to assist you in arranging tours and excursions in and around Pforzheim.
- Slippers:** Slippers are available free of charge at the front desk.
- Snacks:** Little snacks (chocolate bars, crisps, etc.) are available for sale at the vending machine next to the front desk 24/7.
- Station:** The distance to the closest railway station is 6 km from the hotel. You may get there by cab or bus. For cab orders or more information regarding connections, please ask the front desk team.
- Stamps:** Stamps are sold at the front desk. Please contact our team.
- Smoking:** A cigarette vending machine is in the lobby.
- Telephone:** For calls from room to room, please select the desired room number. For local calls we charge a fee of € 0.30 per unit. The telephone fees will be automatically added to your room bill. For international long-distance calls, please contact the front desk for assistance.
- Calling Card (Germany) and AT & T are unfortunately not possible in our house. Toll Free numbers are also not possible.

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Front



Some important international area code numbers:

<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>Austria</u>	<u>43</u>
<u>Great Britain</u>	<u>44</u>	<u>Spain</u>	<u>34</u>
<u>Italy</u>	<u>39</u>	<u>Sweden</u>	<u>46</u>
<u>Japan</u>	<u>81</u>	<u>Switzerland</u>	<u>41</u>
<u>Luxemburg</u>	<u>352</u>	<u>U.S.</u>	<u>1</u>

**Television:** Our cable TV offers you over 70 programs in German, English and other languages. The up-to-date TV program magazine can be found on the desk in your room.

#### **TV-Sender / TV-Channels**

To see a list of all tv channels

1. *switch on TV*
2. *press GUIDE*

*You will see all available tv-channels.*

*By pressing the arrow keys up and down you can choose your Channel. Press OK and the TV will change the channel.*

You can as well enjoy live sports broadcast at our Sportsbar, we are receiving Sky Spot and DAZN, this includes almost all Premier & Champions League football games, NFL / NBA and many more...

**These & That:** Face clothes, additional towels, shaving-sets, toothbrush, shower caps, sewing sets, mechanical fan, ironing facilities, extra pillows or blankets and other useful things are available complimentary at the front desk upon request. We may as well help you to sew a lost button on your shirt.

**Toiletries:** We have a free selection of various toiletries, e.g., razors and shaving foam, toothbrushes and toothpaste, combs, deodorant spray, hairspray, sewing kits and much more. These articles are available from 6 a.m. to 10 p.m. at reception. During the night's rest from 10 p.m. to 6 a.m. you can purchase some items through the vending machine at the front desk.

**Ventilator/ Fan:** We will be happy to provide you with a fan. Please contact the front desk.

**Wake up Calls:** You may use your alarm clock or telephone to program a wake-up call by yourself. To use the alarm function, please consider  
1. telephone: press the alarm button, enter time, exit  
2. alarm clock: press alarm, enter time, confirm with enter  
Alternatively, you may also contact the reception desk. We will be happy to offer a complimentary wakeup call.

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Front