

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. Please contact the front desk.

Bank:

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

Bar:

Our Sportsbar is opened daily from 4:00 p.m. until midnight. We serve fresh snacks, appetizers and sparkling drinks.

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 3.00 € per order in your room. Please contact the front desk reception for more information.

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.

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 free of charge at the front desk until 08:00 pm on the day of departure. For luggage storage after 8:00 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.

- 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.) available 24/7.
- 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.
- Medicine & medication:** Please contact the reception desk.
- 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 24/7 and will be delivered to you. Our e-mail address: info@queens-hotel-pforzheim.bestwestern.de
- Emergency call:**
- | | |
|-------------------------|--------|
| 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 24/7 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 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 free of charge.

Hotel

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 of internet via Wi-Fi or via analogue access and cable. A password for secure internet access is available 24/7 at the front desk for you. Please connect yourself to our hotel network indicated: "BW Queens Hotel".

Do you have questions, or something does not work? The staff at the hotel reception are available around the clock under direct dial 900 for questions and assistance.

Iron & Ironing board:

Please contact the front desk for this service (available 24/7).

Leisure Amenities: Hotel guests have access to our wellness area and fitness centre. The wellness area (sauna) is open from 6.00 – 10.00 p.m. The fitness centre is available 24/7.

Lost & Found: Please contact the front desk.

- Lounges:** Our hotel lobby and seating area at the Sportsbar 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 24/7.
- Map of the town:** We will be happy to provide you with a city map at the front desk.
- Newspapers & Magazines:** A selection of newspaper is available at the Sportsbar 24/7.
- Parking:** Our outdoor car park is located directly in front of the hotel and accessible 24/7. The car park is charged with 3.00 € per vehicle/day. In order to exit, please ask the front desk for the exit code in order to open the barrier. We offer in-door parking as well for a daily fee of 10.00 € per vehicle, please check at the front desk the availability.
- 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 24/7 at the front desk. Our staff will be happy to assist you. The charge for a photo copy is 0,20 € per page.
- 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.
- Postcards:** Postcards are available free of charge at the front desk.
- 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 daily from 12:00 a.m. till 02:00 p.m. and from 06:00 p.m. till 9:30 p.m. (Saturday small menu only). The Sportsbar is open daily from 4.00 – 12.00 p.m.
Restaurant-Reservations:	The front desk or restaurant team will be delighted to reserve a table for you.
Reception:	Our front desk team is available 24/7 for you.
Room service:	The room service with a selection of hot dishes is available 24/7 for you. The fee for room service is 3.00 € per order. A selection of drinks can be found in your minibar. Please advise our receptionist regarding the minibar consumption at time of check-out.
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.
Sauna:	The sauna is located in the basement. The use of the sauna is free of charge to our hotel guests. Opening hours: 6:00 - 10:00 p.m.
Shavers:	The reception desk will be pleased to provide you complimentary with a shaving kit.
Shoeshine Service:	A shoeshine machine is located next to the children's corner.
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 front desk 24/7. Please ask our staff regarding offer and prices.
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 located in the lobby.

The reception is at your disposal 24 hours a day direct dial: - 900

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 dial: "0" for the outside line + "00" + international area code. + area code no. without "0" + subscriber no.

Calling Card (Germany) and AT & T are unfortunately not possible in our house. Toll Free numbers are also not possible.

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 Britan</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.

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 24/7 at the front desk upon request.

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

Voltage: All rooms are equipped with 220 V / 50 Hz sockets.

Wake up Calls: Please contact the reception desk. We will be happy to offer a complimentary wake up call at any time.