



## Welcome to the Apartment-Hotel Hamburg Mitte

Dear Guests,

I would like to use the opportunity to welcome you, also on behalf of the hotel team I wish you a pleasant stay. In addition, I would also like to thank you for choosing the Apartment-Hotel Hamburg Mitte for your visit to Hamburg.

On the following pages you will find information about our hotel, our services as well as useful facts about Hamburg and the surrounding area.

Please do not hesitate to contact us if you have any question or special requests. As our guest you deserve the best service and in order to provide you with the exclusive feeling of well-being, we need your help as we believe that your Opinion Matters! That's why, if you are not satisfied with your experience at any time, please let us know as we're always open for suggestions and improvements, but if you do then we also need your praise, to know that we're on the right way.

Therefore you're kindly requested to use our guest questionnaire in this information portfolio, or your online review is as well as appreciated. In the hope that you enjoy your stay and we might welcome you back, we'd be highly appreciated if you recommend us too.

I remain with the best wishes for a good time and a pleasant stay to contribute a little bit to your balance.



Yours

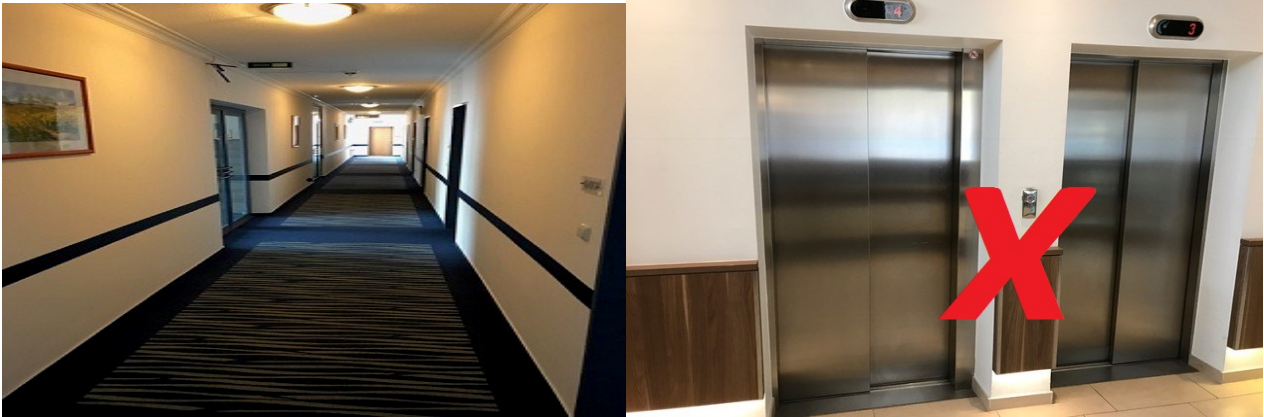
*Isak Beshai*

General Manager

## FIRE GUIDELINES

In recent years, fire has claimed thousands of lives around the world. By following a few basic rules, many of these people could have escaped unharmed.

Developed especially for hotel guests, "Fire Guidelines" is a summary of articles published by leading safety experts.



### PLAN AHEAD

1. Plan your fire escape route before you are trapped. When checking into your room, locate the fire exit so that you can find it in the dark.
2. If you leave your room in an emergency, take your key with you in case you need to get back into the room. Close the door behind you. A small flashlight may prove to be helpful.
3. Never use an elevator during a fire. Elevators can easily malfunction during a fire, people could be trapped inside.
4. Do not panic. You can avoid panic by becoming familiar with your surroundings.

### IN CASE OF FIRE

1. If you suspect fire, call the reception immediately. Give your name, room number and a brief description of the situation.
2. Take your key when leaving your room. If your family is with you, determine a meeting place outdoors to assure that everyone is safe.
3. Feel the door with the palm of your hand. If the door or the knob is warm, do not open it.
4. If the knob is not warm, kneel down and open the door slowly, be ready to close it quickly if smoke comes in. If the hallway is clear, head for the exit, not the elevator. Close the door behind you. Take your key with you.
5. Do not stand. Keep close to the floor to avoid smoke and carbon monoxide poisoning.
6. Stay on the same side of the hallway as your exit, counting the number of doors to the exit.

7. When you have reached the exit, walk quickly but cautiously down the stairs while gripping the handrail. If you encounter smoke, do not try to get through it. Turn around and walk upstairs. Proceed to a smoke-free corridor and try to reach another exit.
8. If you are unable to leave your room, make every effort to call attention to yourself. If you cannot reach the hotel operator, call the local fire department (0 -112) and name your exact location. Signal your position by hanging a bed sheet out of your window.
9. If there is smoke in your room, open the window. Do not break the glass unless it is absolutely necessary. Even more smoke could enter from the outside.
10. Fill the bathtub with water. Put wet towels and sheets around the door and any vent which allows smoke to enter the room.
11. If the door and walls are hot, pour water on them to keep them cool.
12. Place the mattress up against the door and keep it in place with chairs. Keep it wet.
13. A wet towel tied around your nose and mouth will help to filter out smoke. Fold it into a triangle and put one end in your mouth.
14. If there outside the window, pull down the drapes and remove everything flammable from around the window.
15. Do not jump out of the window, especially if you are one the third floor or above. A fall from this height can cause serious injury. Continue to protect yourself from the fire and signal for help from your window.



## GUEST INFORMATION FROM A - Z

- Airports:** The closest airport is the “Helmut Schmidt” Airport. It’s about 12 km north of Hamburg. The reception team will be happy to inform you about the public transportation either per bus or train.
- Allergy-Friendly Rooms:** Our hotel has several rooms with design flooring. The reception staff will be happy to check the availability and might arrange a relocation for you. We also provide allergy-free bed linen. Please contact the reception.
- Baby Cot:** We’re able to provide you upon your request a baby cot for a fee (8,00€).
- Bar/Bistro:** You can enjoy a wide range of refreshing drinks, cocktails, a refined selected wine, snacks and selected seasonal food. The opening hours are written on the door to the lounge area.
- Bank:** Various banks are located around the hotel, please ask at the front desk.
- Bathrobe:** We provide upon request a bathrobe as well as slipper (free of charge) please contact the front desk **Tel: 98 or 801**.
- Bus:** Bus lines 112 (Schadesweg) and 530 (hotel entrance) leave directly from the "curbside" of the hotel and every 10 or 20 minutes. Line 112 goes via the main train station, as well as all major destinations in Hamburg.
- Breakfast:** Our breakfast buffet is served **Mon-Fri 06:00 - 10:30 am**, on weekends public holidays and up to March from **07:00 - 11:00 am**. The buffet offers an assortment of sausage and cheese varieties, freshly baked rolls, fresh fruits and much more. We charge **€ 18,00 p. adult / € 11,00 p. child 6-12**.





- Car Rental:** We are glad to assist you to get a rental car.
- Change of linen:** Bed linen will be changed automatically after one week, or upon your request. Towels will be changed within 3 days or if they are on the floor.
- Check-in/Check-out:**  
Check-in time is up to 03:00 pm.  
The check-out time is 11:00 am. Of course you can leave your luggage in the luggage room. If you wish to check out later, please inform the reception. You can also check-in and check-out via the terminal at the reception or your smart phone with the App "Hotelbird".
- Cigarette vending:** A machine is located next to the information board in the hotel lobby.
- City Map:** You can get a free city map at the reception. A card display for your orientation, refer to the information board.
- Coffee:** Coffee is served in the hotel lobby and / or at the hotel bar.  
A coffee / tea station is available in your room free of charge.
- Conference Rooms:** We are happy to inform you about our 3 conference rooms, with the capacity of 50 pax. Plan your next event at the Apartment-Hotel Hamburg Mitte!  
Please contact the reception for more information or call 800.
- Corporate contract:** Please contact us and we'll be glad to offer you up to 30 nights special rates.  
**Tel. 800.**
- Credit Cards:** We accept the following credit cards: American Express, Euro Card / Master Card, Visa, JCB, Maestro, Euro check card.



- Culture:** A museum and culture guide is available at the reception, as well as the current theatre and movie programs.
- Do Not Disturb:** The “Do Not Disturb” sign can be hung on outside of the door to ensure privacy. Please note, for your safety and security reasons, that we can accept the sign only for 24 hours. After 24 hours the room must be opened and cleaned. Otherwise please inform the reception.
- Doctor:** Please ask at the front desk about physicians in the area.
- Events:** For events (sports, theater, opera, musical, social events, etc.) you can get information on our information board or at the reception.
- Excursions:** Information will be found at the information board in the lobby. The reception staff will be glad to assist you with more tips and recommendations  
**Tel. 98 or 801.**
- Emergency - Notes:** An escape plan is available in every room. Fire alarm is triggered on the floors by a loud, intermittent beep. In addition, an alarm message on the floor loudspeaker is supplied. In this case, please leave immediately the room and go to the assembly point on the marked escape routes.  
In case of an emergency, please contact the reception immediately or dial  
**0-112 Fire department / Ambulance**  
**0-110 Police**
- Fire:** In case of fire please contact the reception. Please see the floor plan on your door for the closest emergency exit. Do not use the elevators. Read the “Fire Guidelines” included in this folder to be prepared in case of fire.



- Flowers:** The front desk will assist you to arrange a floral order by our creative Florist.
- Hamburg Card:** The Hamburg Card can be purchased at the front desk. For further information please ask the front desk agent about the available various options.
- Hotel Shop:** At the reception you will find Hamburg souvenirs and various items such as toothpaste, toothbrush, etc.
- Ice:** Ice is available at the Bar.
- Information:** You will get information at the reception or you can use the guest terminal for bus, train or flight connections.
- Information Board:** At our information board you will find many of brochures for the current events and tourist destinations in and around Hamburg. For orientation, an illuminated map, a display and a touch screen with internet connection are available. Here you can download from the Internet and print also rail and airline tickets, documents, road maps, etc. The information board is located in front of the elevators in the hotel lobby.
- Internet:** An internet terminal can be used free of charge in the hotel lobby. We also provide a free Wi-Fi access in all public areas and guest rooms. You'll find the user code in your guest folder.
- Ironing:** Iron and ironing board, are available upon your request **Tel. 98 or 801**.





**Intermediate Receipt:**

With a cumulative total of more than **€ 300,00** please settle your subtotal at the reception.

**Kitchenette:**

If you have booked a room with a kitchenette, the kitchen equipment will be automatically provided in your room. Should you get a room with a kitchen and you have the wish to cater yourself, please use the kitchen equipment in the cupboard as a complimentary service.

**Lost and Found:**

If you've misplaced or forgotten something in the hotel, please contact the reception.

**Lounge:**

In the air conditioned hotel lounge (Bar with Bistro) you can enjoy your snack and your drink with a friendly chat, or just relax with a good glass of wine and round off your day with us! Opening times can vary seasonally. Please note the information at the lounge entrance.

**Luggage:**

Your luggage can be left at the front desk in the luggage room.

**Meeting and More:**

We also align your meeting, conference or training. For further information please contact the Marketing and Sales Director **Tel. 800**.

**Messages:**

If you receive a message, you will find it in your room or you will be informed by the reception.

**Newspapers:**

Daily newspapers are available at the reception.





- Parking:** Parking area and underground garage are available for a daily fee. The key is available at the reception. Please note: When leaving the parking areas, no key is required.
- Petrol station:** The nearest petrol station is ARAL in the Eiffestraße 506.
- Pets:** Pets are welcome in our hotel for a fee. In the gastronomy areas of the hotel pets are not allowed, thank you for your understanding.
- Phone:** An outside line you get with the "0".  
For further information about the phone fees, please consult the reception  
**Tel: 98 or 801.**
- Photocopy & Fax:** Can be made and sent at the front desk.
- Pillows:** Please ask at the front desk about the available pillows.
- Post Office:** Your mail or post cards can be left at the reception. The next Post office can be reached in about 15 minutes.
- Privacy:** Our guest's privacy is important to us. Please understand that we cannot give out any information to others about your visit to our hotel, unless you would like us to do so. For further information please contact the reception.
- Quality:** It is a daily challenge to improve the quality of our service. Please help us with constructive criticism! A guest-questionnaire is included in this folder.
- Reading Glasses:** You forgot your reading glasses? No problem, you may borrow a pair at the reception.



- Reception:** The reception staff is available 24 hours a day Tel. 98 or 801.
- Reservations:** Room reservations can be made at the front desk. **Tel. 98 or 801.**
- Restaurants:** Our front office staff will be happy to recommend you a restaurant.
- Reviews:** Your opinion matters! Therefore you're kindly requested to use our guest questionnaire in this information folder or review us online. You're kindly requested to throw the questionnaire in the feedback box at the reception counter.
- Room Service:** On request, you can order drinks (16 hours) or food (22:00 to midnight) delivered to your room for a fee, **Tel. 802/801.**
- Safe-Box:** Please deposit your valuables in the safe-box in your room or in the hotel safe. The management accept no liability for valuables left inside the room.
- Service Station:** Please contact the reception Tel. 98 or 801.
- Sewing equipment:** You'll find the sewing kit in the cupboard or at the front desk upon your request.
- Shoe polishing machine:** Shoe polishing machine is located next to the information board in the hotel lobby.
- Shoe polish / Shoehorn:** Shoe shine can be obtained free of charge at the reception. You'll find a shoehorn in the closet.



- Sightseeing:** A city map with points of interest is available at the reception. The reception is happy to inform you about opening times and guided tours to various destinations.
- Sky channels:** Sky Three programs are available free of charge:  
Sky Sports HD Bar (Hotel Lounge) Sky channel 55/56 Sport News (room).
- Smoking and Non-Smoking:**  
Smoking on the balcony is generally allowed. Please make sure that you do not disturb the guests of the neighboring rooms. You can get ashtrays at the reception if they are not available on the balcony. Please note, that all rooms are equipped with a smoke detector. If you still smoke in non-smoking rooms, we are obliged to charge you an additional cleaning fee of at least 1 night and the costs of the fire service.
- Stamps:** Stamps are available in small quantities at the reception.
- Stationery:** Letterhead paper and envelopes you will find in the guest folder.
- Supermarket:** You'll find EDEKA Wang in Süderstraße 314 (8 minutes walk). A number of other supermarkets (Sky, REWE) are located in the Eiffestraße. Please contact the reception.
- Taxi:** We are glad to order a taxi for you at the reception **Tel. 98 or 801**.
- Ticket sales:** At the reception you can purchase the following tickets:  
Hamburg Card for public transport, city tours, tickets for "Miniatur Wunderland" and an exclusive price for the harbor cruise.





- Train Station:** The Hauptbahnhof (central train station) is 10 minutes by car and 18 minutes by bus from the hotel. A timetable information will be found in this information folder or please contact the reception.
- Umbrellas:** An umbrella can be borrowed at the reception.
- Underground train:** U2 and U4 are the fastest transport connections to the city center, from the stop Hammer Kirche (10 minute walk).
- Visitors:** For your safety please register your visitors at the reception. Visitors who stay over the night might change the room rate. Additional room rate information is available at the reception.
- Voltage:** The voltage in Germany is 230 V. Adapters can be borrowed at the reception.
- Wake-up Call:** Wake-up calls can be placed at the reception counter **Tel. 98 or 801**.  
From Monday to Friday at 09:00 am, a "Trumpet Wake-up Call" from the tower of Störtebeker-House is carried out by the trumpeter of the Hamburg "Michel" (St. Michaelis Kirche).
- Washing machines:** You have the option to use washing machines and dryers in house free of charge. Washing powder is available at the front desk.
- Wi-Fi:** We provide a free Wi-Fi access in all public areas and guest rooms (see page 2).

