



All information at a glance

A-Z Guide

- Activities:** Neu-Isenburg and its vicinity offer a wide array of activities such as cinema, theatres, walking tours, shopping and sightseeing amongst others. Please ask our reception staff for further information.
- Adapter/
Extension Cables:** We'll provide you Adapters/ Analogue adapters / LAN Access cables / Extension Cables at the reception desk.
- At Its BEST?** Your feedback is important to us! Please share your comments with us on www.bwfeedback.com. This is our way to become each day a little better. Thank you very much for your help!
- Air Condition:** All rooms are equipped with air conditions. You will find the remote control on your desk.
- Airport:** The next international airport is Frankfurt International Airport, about 20 min. by car from the hotel.
Phone: 069 6900 Homepage: www.frankfurt-airport.de
- Ashtrays:** You are allowed to smoke on the balconies. We will provide you an ashtray on request. Please contact the front desk.
- Baby Beds:** A baby bed is available. Please contact the front desk. This service is free of charge.
- Balcony:** Use of the balcony is at your own risk. Should you use furniture on the balcony, please take it back to the room afterwards.
- Bank:** The following banks are within walking distance of the hotel: Volksbank, Deutsche Bank, Commerzbank, Sparkasse. ATMs are available at each brand. Our reception staff is happy to inform you about the exact location.
- Bathrobe:** Bathrobes are provided at the reception. Please leave your bathrobe there as well when checking out.



- Breakfast:** Breakfast is available from 6:30 a.m. to 10:30 p.m. and from 7:00 a.m. to 12 noon on Sundays, at our restaurant on the 19th floor.
This service is discontinued due to the current Covi-19 protection measures. You may receive a breakfast package on request.
- Cab/ Taxi:** Our receptionists will be delighted to order a cab for you.
- Car Rental:** For car-rental and taxi information please ask at the reception desk, Tel. no. 9
- Check In Time:** Your room will be available from 3:00 p.m.
- Check Out Time:** Check-Out time is 11:00 a.m. Should you need your room after that, please contact the reception. You can deposit your luggage at the reception, free of charge.
- Children:** Children until 12 years spend the night in the room of the parents free of charge.
- Choice of pillow:** Do you prefer a certain kind of pillow? Do you need a bolster or the like? Please contact our staff at the reception. Of course we provide an appropriate pillow for you. All our pillows are suitable for allergy sufferers.
- Church Services:** For information please contact the reception desk.
- Conference Service:** There are various conference rooms available at the hotel. Please contact our staff.
- Cosmetic Products:** For complementary hygienic and cosmetic products please contact the front desk. (for example: towels, bathrobes, facecloths, non-returnable shaver, shower caps, oral hygiene, ...) available 24h.
- Coffee maker:** We offer you an espresso coffee maker for an extra charge of 5,00€ per day. The capsules are included and will be restocked every day. Please contact our front desk team.
- Credit Cards:** The following credit cards are accepted: American Express, MasterCard, Electronic Cash (Maestro Card), Visa Card and Diners.
- Doctor of Medicine:** The next health-center is in walking distance to the hotel, Robert-Koch-Straße 7-9 (3 min.). We'll provide you up-to-date-information at the reception.



Deluxe rooms: For an extra charge of 20,00€ per day you can upgrade your booking to our deluxe category.
Your benefits: -incredible view from floor 19 to 21
 -complimentary nespresso coffee maker
 -filled minibar with soft drinks
 -Bathrobe and slippers

Dry-Cleaning And Laundry service: We offer dry-cleaning and washing service for your laundry from Monday to Friday.
Same day express cleaning is possible, if we receive your laundry before 9:00 am.

E-mail: We are happy to receive e-mails on your behalf during your stay. Please contact our front-office staff. Our e-mail-address is info@airport-neuisenburg.bestwestern.de

Early Express Breakfast: Is available on request Monday to Friday from 5:30 a.m. in our restaurant. If you have to leave early and are in a hurry: there is tea and coffee, bread and croissants, juices and fresh fruit. If you want to make use of our offer, please inform our colleagues at the reception the evening before until 10:00 p.m.
This service is discontinued due to the current Covi-19 protection measures. You may receive a breakfast package on request.

Earplugs: Are provided free of charge at the reception.

Emergency Call:

Reception desk	9
Police	0- 110
Fire brigade/ Ambulance	0- 112
Doctor nearby: Dr. S. Treperman	0- 328200

Emergency Exit: For your own safety, please familiarise yourself with the emergency exit plan in your room for the nearest exit. In case of 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.

Exhibition: You easily reach the fair of Frankfurt by tram, line 17. The stops are called "Neu-Isenburg Stadtgrenze" to "Festhalle/Messe". For further information ask our front desk team.



- Facsimile:** The reception desk staff will be delighted to assist you with sending all your faxes. 24 hours.
- Gym:** You will find our fitness area on the first floor. It can be used at any time. Just open the door with your key card.
This service is discontinued due to the current Covi-19 protection measures.
- Hairdresser:** The next hairdresser is adjacent to the hotel. We'll be happy to assist you in making an appointment.
- Hot Drinks:** Brewed coffee is offered in the lobby 24h free of charge for your use during your stay. As well you have the possibility to make coffee in your room.
- Hotel-Reservations:** If required, we will organise for you an accommodation in any other Best Western Hotel all around the world.
- Housekeeping:** The rooms will be cleaned each day from 8 am until 4 pm. In case you placed your "do not disturb" sign outside the door, your room won't be cleaned during this time. If you need towels or toilet papers outside the cleaning times, please ask the reception team.
Due to the current Covid-19 protection measures, your room will only be cleaned on request. Please inform our reception if you would like room cleaning.
- In Case of 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.
 - The meeting point in case of fire is on the car park opposite the hotel
- Internet-Counter:** Feel free to use our web corner at the reception and in the Crew Lounge. The computer in the Crew Lounge is equipped with a printer. This service is free of charge.
- High Speed Internet** You have free access to the Wi-Fi across the hotel. We'll provide you with the lock-in details at the reception. Please follow the instructions on our lock-in page in your internet browser. You'll find further information on how to connect in the appendix. Please do not hesitate to contact our staff at the reception.



- Iron/Ironing Board:*** Please contact the front desk. This service is available 24h.
- Lost and Found:*** Please contact the reception desk.
- Lounges:*** Our welcome hall is available all the time.
- Luggage:*** If you require assistance with your luggage or wish to temporarily store it in the hotel, please contact the reception desk. This service is available 24 h.
- Map of the town:*** You can get a map at the reception.
- Mascot:*** Have you already met our mascot "Isabella" the blue tit? You can acquire our little bird for 19,95€ at the reception.
- Newspapers and Magazines:*** Newspapers and magazines are available at the reception desk.
- Parking:*** The car park is opposite the hotel. Parking fee: €12,00 per day.
- Petrol Station:*** The next petrol station (ARAL) is about 500m from the hotel.
- Pets:*** Small pets are welcome and are accommodated at a cleaning charge of €10,00 per night.
- Pharmacy:*** You'll find the nearest pharmacy in walking distance of the hotel. (Herzog-Apotheke, Herzogstraße 42)
- Photocopying:*** Copy- and facsimile is available 24 hours at the reception desk. Our staff at the reception will be happy to assist you. The price of one photo copy is €0,20.
- Please Do Not Disturb:*** Please leave the 'do not disturb' sign on the outside door knob if you do not wish to be disturbed or should not want the room be cleaned.
- Post, Parcel- and Express Service:*** You can leave your mail and parcels at the reception desk. Incoming mail will be held for you at the reception desk.
- Radio:*** All rooms are equipped with a radio.
This service is discontinued due to the current Covid-19 protection measures.
- Railway Information:*** Our staff at the reception desk will assist you in finding the relevant information.



- Reading glasses:** Forget your reading glasses? We will borrow you some glasses in different prescription values at the reception.
- Restaurant-Reservations:** The reception desk or the staff at the restaurant will be delighted to reserve a table for you.
- Reception:** Our reception team is 24 hours a day at your service.
Dial -9
This service is discontinued due to the current Covid-19 protection measures. You may reach our reception at 06102/357-0
- Safety Deposit Box:** There is a safe in your room: its code can be set individually. The instructions are posted on the door of the safe.
The hotel assumes no liability for major amounts of money, valuables, treasuries and so on.
- Shavers:** The reception desk will be pleased to provide you with a complimentary shaving kit.
- Shoeshine Service:** A shoeshine machine is located in the lobby.
- Sightseeing Tours:** The staff at the reception desk would be delighted to assist you in arranging tours and excursions.
- Shuttle service:** We gladly arrange the airport transfer for you. The costs will be 25,00€ per way. (max. 7 persons at one time)
- Snacks/Drinks:** We'll provide you a small selection of snacks and chilled drinks such as soft drinks, water and beer at the reception. Furthermore, you'll find brewed coffee in the lobby.
- Spy glass:** Want to spot airplanes? We will borrow you a spy glass for a deposit of 20€.
- Station:** Distance to the train station is about 3,4km. We'll be happy to order a taxi for you or inform you about the lines departing close to the hotel.
- Stamps:** Stamps and stationery can be obtained at the reception.
- Telephone:** Long-distance calls can be dialled directly dialling "0" for an outside line. For room-to-room-calls just dial "5" and the requested room number. All our rooms have four digit room numbers (e.g. #0509 5-0509)



Charges per unit are € 0,30. Telephone charges are automatically captured by computer.

Long Distance International calls please dial:

“0” + “00” + Country Code number + City-Code number + required number.

Some important international call numbers:

<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>

AT & T- Callingcards and Toll Free are not available.

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Television:

Our cable system offers you programs in several languages. You'll find a channel list in the appendix.

Theatre and Concert Tickets:

The reception desk team will be happy to assist you with any reservations.

These & That:

Facecloths, additional towels, soap, shaving kits, toothbrush, shower caps, sewing kits, ironing facilities, extra pillows or blankets, bathrobes and other useful things can be obtained complimentary 24 h upon request at reception.

Umbrellas:

We gladly borrow you an umbrella for a deposit of 20€. Please ask our team at the reception.

Vending machines:

A cigarette machine can be found in the lobby near the reception.

Voltage:

All rooms are equipped with 220 V / 50 Hz sockets and available 24h.

Wake up Calls:

Please contact the reception desk.

Water:

In your room you'll find a bottle of water for each person and stay. This service is free of charge.

Wellness Area:

Our wellness area with sauna is located in the basement. Opening hours: 4:00 p.m. to 10:00 p.m.



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