

# From Arrival to Absolute Ease.

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Guest Information A-Z

**Dear guests,,**

Welcome to A-ROSA Gothisches Haus Wernigerode. We put together some useful information for your stay. If you have any further questions, please do not hesitate to contact our reception on **+49 3943 675 0**.

We wish you a pleasant stay!



# A

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## **Allergy sufferers:**

Our pillows and comforters are suitable for allergy sufferers. Please let us know if you have any food intolerances.

## **Arrival / Departure:**

Your room is available from 3:00 p.m. on the day of arrival and until 11:00 a.m. on the day of departure. If you need the room for longer, please inform the reception. If you would like to stay a little longer in Wernigerode before your departure, we will store your luggage safely.

# B

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## **Bathrobes:**

Bathrobes for use in the SPA-ROSA can be found in the closet. We recommend the use of bathing shoes in the wellness area, the terry slippers are not suitable for the wet area.

## **Bus:**

In Wernigerode and throughout the Harz region, the Harzer Verkehrs-Betriebe (HVB) operates bus services. With the visitor's tax booklet (Hatix vacation ticket) you can travel by bus free of charge throughout the Harz region. Reception will be happy to help you with bus timetables.

# C

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## **Cab:**

Our team will be happy to order a cab for you, please let us know your requirements in good time. You are also welcome to arrange your individual order directly with the **Taxi Peggy** team by calling **+49 3943 47000**.

## **City and Local Map:**

We have an overview available for you at reception. We are happy to advise on the most beautiful sights, recommended routes, and excursion destinations.

# D

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**Doctor:**

Our reception will put you in touch with a doctor day and night if you need one.

# F

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**Fire:**

In the event of a fire alarm, please follow the instructions of the hotel staff for your own safety.

# E

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**Emergency Exits:**

Please note the signs in the room entrances and in the corridors.

**Excursions:**

Wernigerode is the ideal starting point for excursions in the Harz Mountains. You can find tips on the information board and in the brochure wall next to reception. We will be happy to assist you.

**Flowers:**

Our team at reception will be happy to take care of your special requests or the right bouquet for a birthday or anniversary.

# H

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**Hygiene Articles:**

Selected hygiene articles (e.g. toothbrush, plaster etc.) are available for you at reception.

# I

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## **Ironing:**

If you would like to have your laundry freshly ironed, please simply contact reception.

# L

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## **Laundry Service:**

For this service please contact our reception team. They will provide you with a laundry list including prices. As a rule, laundry is returned the following day. Please note, that on holidays and weekends this service is available only on request.

# K

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## **Luggage:**

If you would like to stay in Wernigerode for a while after checking out on the day of departure, we will be happy to store your luggage at our reception.

## **Keycard:**

Your key card opens your room door and is necessary for the power supply in your room. Please remove the key card from the card slot when you leave your room, otherwise our team will not be able to enter your room. Please return the card to reception on departure.

# M

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## **Minibar:**

A small selection of free drinks is available in the minibar. Our staff check the minibar daily and refill it if necessary. If you would like a different selection or a drink not in your minibar at all, please let reception know.

# P

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**Packed Lunch:**

We will be happy to put together a tasty packed lunch for your excursion or your journey home (subject to charge). Please make a reservation at reception.

**Petrol Station:**

The nearest petrol station is either approx. 1.5 km away on Anger or approx. 2 km away on Ilsenburger Straße.

**Pharmacy:**

There are three pharmacies near the hotel, two in the Breite Straße and one in the Ringstraße. Information about the local on-call service is available at reception.

**Pillow Menu:**

Various types of pillows and toppers are available – please ask at reception.

# R

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**Room Cleaning:**

Please note that the rooms are generally cleaned every two days between 9:00 a. m. and 4:00 p. m. The garbage can is emptied daily, towels are changed if necessary and the minibar is refilled. If you wish, your room can also be cleaned daily. Please let us know your preference when you arrive. If you would like a specific time for your room to be cleaned, please contact our reception.

# S

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**Safe:**

An electronically secured safe is available free of charge in your room in the closet, including instructions for entering the individual code. We are liable for property brought in by our guests in accordance with the statutory provisions. If the safe cannot be opened again, please contact reception.

**Smoking:**

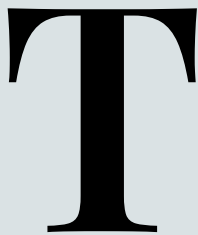
The A-ROSA Gothisches Haus is a non-smoking hotel. You will find a place to smoke at the hotel entrance and on the way to the parking garage on the right-hand side.

**SPA-ROSA:**

You will find the wellness area in the basement. You can reach it via the staircase or by pressing the **W** for wellness button on the outside of the elevator and the **U** for basement on the inside.

**Stamps / Letterbox:**

You are welcome to hand in your outgoing mail at reception. We also have stamps available for you. The nearest post office is located in Marktstraße, approx. 3 minutes' walk from the hotel. We will put your incoming mail (daily except Sundays from 1:00 p.m.) in your room.



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**Telephone:**

We are happy to provide you with a telephone in your room if required. Please speak to our reception team.

**Tourist Information:**

If you would like additional information about the region or would like to book a

guided tour of the town, please contact the staff at the tourist information office. It is located in the town hall, standing on the market square on the left hand side.

**Telephone:**

We are happy to provide you with a telephone in your room if required. Please speak to our reception team.

**Train Station:**

The main train station is approx. 2 km from the hotel. Regional trains and the Harzer Schmalspurbahn run here regularly, and the central bus station in Wernigerode is also located here.



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**Umbrella:**

If you don't have an umbrella with you, you can borrow one from reception.

# W

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## **Wake-Up Service:**

Please contact the reception team. We will be happy to wake you up at the time of your choice.

## **WiFi:**

Please connect to the WLAN "Gothisches-Haus". After you have accepted the general terms and conditions, you will be connected automatically.

