



Concorde Hotel Am Leineschloss GmbH • Am Markte 12 • D-30159 Hannover

**Dear guests,**

The **CONCORDE Hotel am Leineschloss** team warmly welcomes you to our house.

Regardless of whether you are in Hanover for private or business reasons, we want that you feel comfortable with us and you with memories of a pleasant stay return home.

- ADAPTER** All sockets are equipped with 230V/50Hz. You can borrow chargers and power adapters from reception.
- AIR CONDITIONING** Each hotel room has individually controlled air conditioning.
- ARRIVAL** The rooms you have booked can usually be occupied from 2 p.m. Depending on the booking situation, other agreements are of course also possible. Luggage can be deposited at the reception at any time.
- ALLERGY SUFFERERS** Please let the reception know if you require special bed linen or are dependent on certain foods. If you have any special requests, please let us know when you make your booking.
- BABY BED** On request, we will be happy to provide you with a baby bed.
- BAR** In the reception area and on the fourth floor you will find a hotel box with snacks and drinks.
- BATHROOM STOOL** If you would like a bathroom stool, please contact us at reception.
- BATHROBES/SLIPPER** We keep bathrobes and slippers for you at the reception ready.
- BREAKFAST** Our breakfast room is on the ground floor. A rich, hot and cold breakfast buffet awaits you there every day. Monday to Saturday from 6:30 a.m. to 10:00 a.m. and on Sundays and public holidays from 7:00 a.m. to 11:00 a.m.
- CAR RENTAL** Our receptionists will be happy to help you book a rental car.

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[www.concordehotel-am-leineschloss.de](http://www.concordehotel-am-leineschloss.de) • eMail: [leineschloss@concorde-hotels.de](mailto:leineschloss@concorde-hotels.de)

Banken: LEVO Bank • BIC/SWIFT: GENODE51LEB • IBAN: DE29 5939 3000 0060 4621 19

Hotel Am Leineschloss GmbH

Amtsgericht Saarbrücken HRB19648 • Geschäftsführer: Gunter Schlottig • Finanzamt Saarlouis 010/156/01058 • Ust.-IdNr. DE 121969887



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<b>CARENTS</b>	If, despite daily checks, there are defects in your room, we ask that you inform us so that we can rectify them as quickly as possible.
<b>CHILDREN</b>	Children up to the age of 12 can sleep in their parents room free of charge. If you would like a baby cot, please ask the receptionists.
<b>CHILDREN'S CHAIRS</b>	Our service has children's chairs ready for you.
<b>CITY TOURS</b>	You can obtain information on city tours, city walks and current events in and around Hanover from reception or directly from the Hannover Tourist Service on +49 (0)511 / 123 45-111.
<b>CREDIT CARDS</b>	We accept the following credit cards: American Express, VISA, Mastercard, Diners Club and EC cards and Maestro.
<b>CURRENCIES</b>	Foreign currency in EUR can be bought in the surrounding banks and savings banks are changed. Please ask at reception.
<b>DEPARTURE</b>	Please vacate your room by 11:00 a.m. (Monday until Saturday) an Sunday until 12.a.m. on the day of departure. If you want to leave later due to personal scheduling, please let the reception team know. Luggage can be deposited at the reception at any time.
<b>DO NOT DISTURB</b>	Don't want to be disturbed? Hang the card provided for this purpose on your room door. The same applies if you do not wish your room to be cleaned.
<b>DOCTOR</b>	If you need a doctor, please contact our receptionists.
<b>DOGS</b>	We charge EUR 15.00 per dog per day. Please register your dog at the reception before arrival.
<b>DUVETS</b>	Extra duvets are available from housekeeping or at any time from the front desk.
<b>EMERGENCY EXITS</b>	All emergency exits are marked with green and white illuminated signs.

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### **FAX SERVICE**

You are welcome to use our fax service. the Billing is based on telephone units (EUR 0.26 unit).

### **FLOWERS**

You are welcome to order flowers for various occasions at our reception.

### **GUEST SURVEY**

- It is very important to us that you feel comfortable with us. But we can only do that with your help, by telling us what you liked and what we should improve.  
- You are welcome to receive a guest rating on our homepage leave behind.  
- You are welcome to contact us at any time with your suggestions. We look forward to your feedback.

### **HOMEPAGE**

You can read this and other information on our website [www.concordehotel-am-leineschloss.de](http://www.concordehotel-am-leineschloss.de).

### **HYGIENE ARTICLES**

Everyone can forget something! At the reception we keep a small supply of hygiene items such as toothbrushes, toothpaste, disposable razors, sewing kits, shoe shine sets and mobile phone adapters.

### **INTERNET**

The hotel has free WiFi. Open the W-LAN connection on your end device. Please select "Concorde Hotel Am Leineschloss" as the W-LAN connection. Please enter your name, mobile no. and room no. to login. The reception team is always available to answer any questions.

### **LAUNDRY SERVICE**

We are happy to take your clothes and pass them on to a dry cleaner. If handed in by 9:00 a.m., it will be returned on the same day. Put your laundry in the laundry bag in the closet, indicate your cleaning requirements on the cleaning slip and hand them in at reception.

### **LETTERS**

You are welcome to leave your message at reception, we will take care of sending it.

### **LOST PROPERTY**

Lost property is kept at the reception. After a four-week period, lost property will be passed on to the local lost and found office. For a fee, we will be happy to send you lost property on request.

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<b>LUGGAGE</b>	You can store your luggage free of charge at reception on the day of departure.
<b>NOTICES</b>	Will be accepted and forwarded for you at the reception.
<b>OPENING HOURS</b>	The hotel's front doors will be closed overnight. The bells are at the entrances, the night porter will open the entrance doors for you at any time.
<b>PARKING</b>	The hotel's underground car park is available to you. We charge EUR 15.00 per car and day. E-cars incl. charging EUR 17.00.
<b>PARKING FOR BICYCLES</b>	We have a separate room for bicycles. Access can be obtained from the reception team.
<b>PILLOWS</b>	Extra pillows and a choice of pillows are available from housekeeping or from reception at any time.
<b>PHOTO COPIES</b>	We will take care of this for you at reception. We charge EUR 0.26 per copy.
<b>PRINTING</b>	We will be happy to print any documents you need at reception. To do this, email the PDF documents to be printed to <a href="mailto:leineschloss@concorde-hotels.de">leineschloss@concorde-hotels.de</a> .
<b>QUALITY</b>	We are classified as 3-star superior according to the German hotel classification and always strive to comply with the specified standards and to fulfill the wishes of our guests. If a service is not to your satisfaction, we ask that you inform reception.
<b>RAIL CONNECTIONS</b>	The ICE train station in Hanover offers you optimal train connections in all desired directions. If you have any questions about the departure times, we will be happy to help you.
<b>RECEPTION</b>	Our reception is staffed 24 hours a day.
<b>RESTAURANTS</b>	We are happy to recommend good restaurants in the immediate vicinity that suit your taste. We can also make table reservations on request. Please contact our reception staff for this.

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<b>ROOM CLEANING</b>	The room cleaning takes place daily.
<b>SAFE</b>	There is a safe in your room. Please note the operating instructions.
<b>SCANNING</b>	We would be happy to scan your documents and send them by mail. Please contact the reception about this.
<b>SEWING KIT</b>	Find it in your room with the bathroom essentials.
<b>SHOWER TRAY INSERT</b>	Obtain from reception if required.
<b>SMOKE DETECTORS</b>	Our hotel is equipped with a fire detection system, please do not remove smoke detectors and do not tape any smoke detectors.
<b>SMOKING</b>	The hotel is a non-smoking hotel. There are fixed ashtrays in front of the entrances.
<b>STAMPS</b>	Are available at the reception.
<b>UMBRELLAS</b>	We have them ready for you at the reception.
<b>TAXI</b>	You can order a taxi at any time. Please keep in mind that pre-orders prevent unnecessary waiting times.
<b>TELEPHONE</b>	We charge EUR 0.26 for the telephone unit
<b>TELEVISION</b>	We offer satellite television with 55 programs.
<b>TOWELS</b>	Towels are stored in the hotel room. If you need more towels, please let our reception team know.
<b>WAKE-UP SERVICE</b>	Please tell reception what time you want to be woken up and your room number. (THE EXECUTION OF A WAKE-UP ORDER IS WITHOUT LEGAL RIGHTS!)
<b>WELCOME DRINK</b>	You will receive one mineral water per person free of charge in your hotel room upon arrival.

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