

# Hotel-information from A - Z



*We hope, you´ve had a pleasant trip and we wish you nice and relaxing days in our hotel. Our information brochure may help you to get details about this hotel and the vicinity:*

## Important Telephone-numbers

<u>Klassik Hotel am Tor</u>	<u>Emergency:</u>	<u>Tourism-Office:</u>
Front desk: 91	Fire alarm: 112	Weiden,
Breakfast room: 220	Emergency-doctor: 112	Altes Rathaus
Kitchen: 219	Police: 110	+49 961-814131
Conferenceroom: 250	Medical Service (non-emergency): 116117	Neustadt a.d. Waldnaab
Sauna: 260	<u>Please dial "0" first for an outside line!</u>	Stadtplatz 34
		+49 9602-79105

*Dear guests,  
we hope that you enjoy your stay in our hotel. If there is anything wrong or does not meet your expectations, please do not hesitate to inform us.  
Also, we would be happy if you rate our house and the service on the internet or on your reservation-system.*

### Adapters

for the electrical sockets/outlets are available at the front desk.

### Arrival

The rooms will be available after 1:00 p.m. the day of your arrival.

### ATM

There is a cash dispenser / ATM at the "Sparkasse" next to the hotel.

### Baby bed

Please contact the front desk.

### Bathrobe/Slippers

Are available at a small charge at the front desk.

### Bathroom Stool

You will get a bathroom stool on at the front desk

### Bed

If you need an extra pillow or blanket please contact the front desk.

### Bicycles for rent

Fahrrad-Keller, Bahnhofstraße 30, Weiden

(next to the train station)

Tel: +49 961-4161433

### Breakfast

A complete buffet is at your service in the breakfast-room from

Monday to Friday from 6.30 a.m. to 9.30 a.m.

Saturday from 7.00 a.m. to 10.00 a.m. and

Sunday and public holidays from 7.30 a.m. to 10.30 a.m.

For room service breakfast, please dial 219.

In the summer months, you can enjoy your breakfast on our backyard terrace. Please get a tray in the breakfast room and choose from the buffet.

### Check out

You can stay in your room until 11:00am. If you want to leave later, please contact the front desk.

### Conference-room

Our conference-room is designed for up to 12 people.

It is perfect for a small group to have an interview or a seminar.

For further questions you will get information at the front desk.

### Credit cards

The following credit cards are accepted:

Mastercard, Visa, American Express, JCB, CUP, Maestro, V-Pay

**Doctor / Medical Service/ Emergency**

**“0” for outside line and then:**

**Dr. Susanne Friedrich-Kraus phone-number: +49 961 31867**

**Medical Service (non-emergency): 116117**

**Hospital / Clinic phone-number: +49 961 303-0**

**Emergency doctor: 112**

**Drinks**

**During opening hours of the front desk, you can get draft-beer, sodas, coffee, tea, spirits and other drinks in our “Tor Bistro”.**

**In the summertime, you can sit outside on our Marketplace-terrace. From 6:00am to 10:00pm you can order drinks to your room. Please call the breakfast-service (Tel. 220) or the front desk (Tel. 91)**

**Dry cleaning**

**See “laundry”.**

**Electricity**

**220 volts standard, for 110 volt units you need a converter.**

**Fax / Scans**

**Our fax-machine is located at the front desk.**

**If you want to send a fax or scan a document, please contact the front desk.**

**Fitness / Gym**

**You can use the facilities in our fitnessroom / gym from 9:00 am to 9:00 pm. It is equipped with a treadmill, a spinning bike and an elliptical machine.**

**Front desk**

**Phone number: 91**

**Opening hours:**

**Monday to Saturday from 7.00 am until 10.00 pm**

**Sunday and public holidays from 8.00 am until 10.00 pm**

**In case of need, you will find an emergency-phone in the lobby next to the elevator.**

**Golf**

**Around Weiden there are three golf clubs:**

**-Golfclub-Schwanhof nearby Luhe-Wildenau  
phone-number: +49 9607-92020**

**-Golfclub-Stiftland nearby Neualbenreuth  
phone-number: +49 9638-1271**

**-Golf Königstein**

**telephone-number: +49 9665-91440**

**Ice cubes**

**You can get ice cubes for your drinks in our “Tor-Bistro”.**

### **Ironing**

**Please contact the front desk.**

**On request, we bring you an iron and ironing-board to your room. We can also iron your clothes from 8:00am to 12:00noon within 60 minutes.**

### **Internet**

**You can access the internet via Vodafone free WiFi in all hotel rooms and the bistro/front desk area. If you have problems with the connection, please contact the front desk or call Vodafone: +49 800 2787000**

### **Laundry and dry cleaning**

**Please drop of your clothes to the front desk, we offer special bags. Laundry and dry-cleaning -service and is offered from Monday to Friday in one day. If you bring it on Sunday you get it back on Monday. The sheets and towels in your room will be changed regularly. If you want it changed daily, please contact the front desk.**

### **Locking system**

**Our main entrance is open from 7.00 am until 10.00 pm. If you want to enter before 7.00 am or after 10.00 pm, please use the black tag on your key ring. There is a sensor on the right side, in front of the electric main door. Place your black door-opener on the sensor and the door will open.**

### **Lost property**

**In case you have lost something during your stay with us, please inform the front desk.**

### **Luggage**

**We have a separate room in the lobby where you can store your luggage. Please call the front desk (91) if you need help to transport it.**

### **Mail**

**If you want to send a letter or a postcard you can leave it at the front desk, we will mail it for you.**

### **Massages / Treatments**

**You can have massages and wellness-treatments by a professional therapist in our massage-room. Please contact the front desk for an appointment.**

### **Message**

**If you wait for a message, please contact the front desk. We will keep it there and bring it to your room on request.**

### **Minibar**

**Each room is equipped with a minibar containing cold refreshments and snacks. The consumption will be charged onto your room bill.**

### Newspapers/magazines

You will find the newspaper for the day every morning  
in the breakfast room.

Magazines, books and other things to read you will find next to the  
front desk in opposite to the elevator and in the bistro.

### Non-smoking rooms

All our rooms are non-smoking rooms. Please do not smoke in these rooms,  
otherwise we have to charge a cleaning fee.

You will find a place to smoke outside the lobby and on the  
marketplace-terrace

### Parking

You can park your car at the parking garage **P1 Ost**  
(100 meters away for the hotel). If you choose to park there please bring the  
parking ticket to the front desk for validation. Motorcycles can be parked  
in a building next to the hotel. Please note that it is not allowed to park  
outside our premises or to drive into the pedestrian zone!

If you have difficulties parking we will be happy to valet park your car.

### Pets / Dogs

You are welcome to bring your four-legged friends with you! However, due  
to hygiene regulations, this is only possible in certain rooms. Please contact  
us before arrival to check availability. We charge a fee of EUR 10 per  
animal per night for the increased cleaning effort. Cats are definitely not  
allowed in the rooms!

### Pharmacy

The german word for Pharmacy is "Apotheke".

Altstadt-Apotheke, Türlegasse 2, Weiden phone number: +49 961-44980  
Apotheke Allee, Bgm.-Prechtl-Str, Weiden phone number: +49 961-35758  
Apotheke im Vesten Haus, Pfarrplatz 1, phone number: +49 961-43330  
For the opening hours please ask at the front desk, we will help you.

### Phone

Please dial "0" first call outside.

There is also a direct line to your room. The number is  
+49 961-47471+your room number

### Photocopies / Scans

Our staff is pleased to make copies and scans for you.  
Please contact the front desk.

### Pillows

Please contact the front desk for an extra pillow or a neck cushion.

### Railway company/ travel information

Please contact the front desk.

### **Razor**

A shaving set is available at the front desk.

### **Restaurant**

You will get a list of a variety of nearby restaurants at the front desk.

### **Sauna / Spa**

Our sauna and spa area offers a bio, salt- and finnish- garden sauna, relax-room, showers and "Kneipp" facilities as well as free ayurveda-teas. You can use it between 5:00 pm and 9:00 pm, other times on request. A bag with a large sauna-towel, slippers and bathrobe is available for a small charge.

### **Safety box**

If you want to store valuables, please bring them to the front desk.

### **Sewing Kits/Sewing Service**

Sewing kits are available at the front desk.

From 8:00am to 12noon we can do simple sewing jobs for you.

### **Slippers/Bathrobe**

are available for a small charge at the front desk.

### **Smoking**

**All of our rooms are non-smoking rooms. Please do not smoke in these rooms, otherwise we have to charge a cleaning fee.** You will find a place to smoke outside the lobby and on the marktplac-terrace. Smoking is also prohibited in the front desk / bistro / lobby area and the breakfast room.

### **Sports**

The "Max-Reger-Park" (about 100 meters away from the hotel) is perfect for running, jogging or walking.

For infos about other sports locations please ask the front desk staff.

### **Stamps**

are for sale at the front desk.

### **Taxi**

The staff will be pleased to call you a taxi.

### **Tickets**

for theatre, events and movies can be organized at the front desk.

### **Toothbrush / Dental kit**

Can be bought at the front desk

### **Umbrella**

Can be borrowed at the front desk.

### **VAT (Tax free) forms**

If you plan to use a VAT form on your stay in our hotel, please give it to the front desk at least 24 hours before check out.

### **Wake up service**

Please call the front desk (91) for setting a wakeup call.