



A

Arrival

Your room will be available from 3pm on the day of arrival. Early Check In is possible by arrangement for an additional fee. (please see Early Check In)

B

Bank

Berliner Sparkasse
Alexanderplatz 2
10178 Berlin
Tel.: +49 (0) 30 869 801

Deutsche Bank
Alexanderstraße 5
10178 Berlin
Tel.: +49 (0) 30 340 70

Bedding

On request we can change your bed linen daily for €6.00 (per person per day)..

Babybed / Babycot

We are happy to provide you with a baby crib, for which we charge €10.00 per night.

Blankets

An extra comforter / blanket is available on request. Please contact the reception desk.

Bike Rental

You are welcome to hire a bike at reception for €12.00 per day per bike. Please contact the reception desk.

Breakfast

A rich breakfast buffet is available on the ground floor. The breakfast buffet costs €18.50 per person. Children from 0-9 years pay only €11.00.

The opening hours are as follows:

Mo – Fr	7am – 10:30am
Sa – Su	8am – 11:30am



C

Chargers and Travel adapters

We have chargers and various socket adapters available for you at reception. Alternatively, you can also purchase some in the minibar

Credit cards

We accept:	American Express	Visa Card
	Eurocard	MasterCard
	JCB	DinersClub
	EC-Card	V-Pay

Check-Out

We ask you to vacate the room by 12:00 noon at the latest and hand in the key card at reception. A later departure is possible by arrangement for an additional fee. (see Late Check Out)

If you are leaving before 7:00 am, please leave the key card in your room or drop it in the acrylic glass box next to reception. In this case we ask you to settle the bill by 22:00 the evening before.

It is of course possible to store your luggage. Please contact the reception desk.

D

Doctor

Dr. med. Andreas Stein
Rathausstr. 7
10178 Berlin
(akademische Lehrpraxis der Charité)
Tel: +49 (0) 30 242 322 0
E-Mail: stein@arztpraxis-alexanderplatz.de

Dr. Ellen Becker
Münzstraße 8
10178 Berlin
Tel.: +49 (0) 30 247 703 9

Dogs

Dogs are welcome for an extra charge per night.

For small dogs up to 10kg there is a surcharge of €10.00 per night per dog.

For medium dogs over 20kg there is a surcharge of €20.00 per night per dog.

For big dogs over 30kg there is a surcharge of €30.00 per night per dog.

A dog bowl and dog food are available at reception.



E

Emergency numbers

In an emergency, do not hesitate to call the emergency services!

Police: **110**

Fire emergency /medical assistance: **112**

E-Mail

Please inform us if you are due to receive any E-Mails.

Hotel E-Mail address: info@nikolai-residence.com

Express Check out

Please contact the reception desk if you wish to Check-out in the fastest possible way! Please contact the reception desk.

F

Fax

Please contact the reception desk if you wish to fax or if you need to receive a fax.

Hotel Fax: +49 (0) 30 400 445 901

Fire extinguisher

Please make yourself familiar with the escape plan of the hotel building, which is situated in every room. Fire extinguishers are located on every floor.

H

Hotel entrance

The entrance door is open to public from 8 am until 10 pm.

Please use your hotel room key to enter the hotel after 10 pm.

I

Internet

Network:	NR	Password:	nikolairesidence
	NR1	Password:	nikolairesidence
	NR2	Password:	nikolairesidence

The Wi-Fi network is free of charge in all of the hotel rooms and all public areas of the building.



Iron and ironing board

Iron and ironing boards can be requested at reception desk. Please contact the reception desk.

K

Key Box (Late Check-In)

For late Check-in after 10 pm, there is a key box on the 1st floor next to the elevator. The key box is secured with a 4-digit PIN, which changes daily. Inside the keycard box you will find the hotel room keycard.

L

Luggage service

Please contact the reception staff, who will assist you with your luggage.

Laundry service / Dry cleaning

For fees and information, please contact the reception. We can also wash your laundry in the house (normal laundry load) for a fee of 20,00€. Please contact the reception desk.

P

Parking

Hotel Parking Lot: 20,00€ / per day per vehicle

Please contact the reception desk for further parking information.

Payment

Please settle your room bill at arrival either in cash or with any of the before mentioned credit – or debit cards.

Personal belongings

Please keep all your valuables in the safe box in your room.

The hotel does not take any responsibility for the loss of personal belongings outside of the building.



Pharmacy

Berlin Apotheke am Roten Rathaus
Rathausstraße 5
10178 Berlin
Tel.: +49 (0) 30 275 830 83

Neptun Apotheke
Dircksenstr. 2
10178 Berlin
Tel.: +49 (0) 30 240 854 43

Photocopy

If you need to take photocopies (back/white), you can contact the reception desk. It is free of charge for up to 10 copies. Every additional sheet is charged at a 0,10€ cost per sheet.

Pillow menu

An extra pillow can be chosen free of charge from our pillow menu. Please have a look at the first page of this booklet.

Post

Deutsche Post Postoffice
Rathaus Passagen
Rathausstraße 5
10178 Berlin

Public transportation

Your next stop is: Alexanderplatz (S-Bahn, U-Bahn, Tram, BUS)
(approx. 5-6 walking minutes)

Rotes Rathaus U-Bahn (U5)
(approx. 3 walking minutes)

Klosterstraße U-Bahn (U2)
(approx. 5 walking minutes)

Spandauerstraße (BUS)
(approx. 2 walking minutes)



R

Restaurants

On the ground floor is the NIKOLAIS Restaurant & Bar which offers a large variety of different dishes and drinks. Please have a look at the daily menu in the elevator.

Opening hours are:

Mo – Fr	7am – 3pm
Sa – Su	8am – 4pm

Reception

Opening hours: daily from 8 am – 10 pm.

S

Special requests

We are happy to assist you with restaurant and venue reservations, ordering flowers and requests of any kind. Please contact the reception desk.

Sewing kit

Available in every room. Please contact the reception desk, if you need more amenities.

Smoking policy

There is a strict **no smoking** policy in the entire building.
Unlawful Behaviour will be fined with a cleaning charge.



Safe-Box

A safe-box is in the rooms wardrobe. Description is next to the safe-box.

Shoe cleaning machine

A shoe cleaning machine is available at reception.

Shuttle Service

Why not enjoy a drive to your appointment, airport or just around the city by a chauffeur?
We are happy to book this luxurious service for you.
Please contact the reception desk for further information.



Stool (bathroom)

On request, we are happy to put a stool in your bathroom. Please contact the reception desk.

T

Toiletries

Toothbrushes, toothpaste, shaving foam, etc. available for you at the reception desk.
Please do not hesitate to contact the reception desk.

Towels

Please contact the reception desk if you need any more.

Telephone

Please dial „40“ to call the reception desk.
For outside calls dial „0“ first.

You can retrieve the number on the rooms telephone, to receive calls from outside callers.

Taxi

Ask at the reception desk for a taxi.

Or dial:	Taxi Berlin	+49 (0)30 20 20 20
	Funk Taxi Berlin	+49 (0)30 26 10 26
	Quality Taxi Berlin	+49 (0)30 26 30 00

TV

very room has a Smart-Flatscreen TV. You will find a channel overview in the booklet on your desk in the room. Please do not change the channel settings. We kindly advise you to keep the volume down.

Service Guide

for RECEPTION please dial:



40



W

WiFi

Network:	NR	Password:	nikolairesidence
	NR1	Password:	nikolairesidence
	NR2	Password:	nikolairesidence

The Wi-Fi network is free of charge in all of the hotel rooms and all public areas of the building.

Wake-up call

Please contact the reception to arrange a Wake-up call.
