

## A

**Air condition** On the 4th floor our rooms are equipped with air condition. You will find a white user case in the wall with a temperature regulator 0 or 1. You can activate the air condition by switching on position 1. The temperature regulator should be on 0C°. To heat the room the switch should be on position 0. The temperature regulator must be on 20C°. If you need any help with the user case please contact the front desk. Telephone *510*.

**Airport** The Duesseldorf International Airport is only a few minutes away from the hotel. Please contact our reception desk for more details by dialing *510*.

## B

**Baby cots** We provide baby cots free of charge. Please contact our housekeeping by dial *516*, or our reception desk by dial *510*.

**Baby sitting** Unfortunately we can not provide a professional baby sitter, but our reception desk will assist you if you are in need. However, please note that the hotel can not held responsibility for a babysitter.

**Bathrobe and Slippers** At the reception available against a deposit of Euro 30.00. Upon return of the bathrobe at the reception, this amount will be refunded

**Banquet/Reception** Our banquet department will be pleased to make suggestions so that your banquet will be an unforgettable event. Please dial *504*.

**Bar** Our Bar "Brasserie" is located at the lobby. International cocktails, draught beer. Please dial *512*.

**Bible** All bed rooms are provided with a bible.

**Bottle opener** You will find one next to the minibar glasses in your bed room.

**Breakfast buffet** The relexa breakfast buffet will be provided every morning in our restaurant "Boulevard" from 6.30 a.m. until 10.30 a.m..

## C

**Café** We will be pleased to serve fresh coffee, espresso or cappuccino in our bar "Brasserie" – next to the lobby.

**Cashier** The cashier is located at our reception desk.

**Check in** Our check in time is 3:00 p.m. Please note that extra charges will be applied for earlier arrival.

**Check out** Our check out time is 12:00 a.m. Please note that extra charges will be applied for later departure.

**Church services** There are many churches and confessions in Ratingen. Please contact our reception desk by dial *510*.

**Copies** We will make photo copies for you at our reception desk. The fee is nominal.

**Congresses/Conferences** Our conference department will be happy to make appropriate suggestions. Please dial *510*.

**Credit cards** We accept Visa, Master, American Express, JCB and Diners Club. You may also use your Electronic-Cash-Card with personal pin code for payments.

## D

**Doctor** Please contact our reception desk by dial *510*. There is always a doctor on call.

**Dry Cleaning Service** Please contact our housekeeping by dial *516*, or our reception desk by dial *510*. All items accepted by 9:00 a.m. from monday to friday will be returned the same day. Please refer to our price list provided in your bed room.

## E

**Emergencies** Please, always inform our reception desk by dial *510*.  
POLICE: 0-110  
FIRE BRIGADE: 0-112

	<b>F</b>
Fire Alarm	Dial <i>510</i> . Please stay calm and give us clear and precise information and direction! This may save lifes.
Fire Extinguishers	They can be found on all floors. Fire stairs lead from all floors to the ground floor. Please refer to your emergency exit plan in your room.
Fitness	You have the opportunity to work out and relax in our fitness and sauna area. You will find it in the basement. The area is available daily from 7:00am to 10:00pm. From 5:00 pm the sauna is on.
Flowers	It will be a pleasure to help you. Please contact our reception desk directly, or dial <i>510</i> .
	<b>G</b>
Green Room	Sustainability at the relexa hotels we do it together. Pay attention to turn off the lights, turn down the heater and unnecessary water consumption. You decide whether you just wish new towels and do without the cleaning or even do without both.
	<b>H</b>
Heating	In our rooms there is a regulator for underfloor heating on the left side on the minibar cupboard. To heat the room, the switch is set to "0". The temperature controller must then be set at a minimum temperature of 20 ° C. We will be pleased to assist you. Please dial <i>510</i> .
Hygiene articles	Different Hygiene articles which are you need everyday, are available for you at the reception.
	<b>I</b>
Information	If you are in need of any further information, please do not hesitate to contact our reception desk by dial <i>510</i> .
Interpreter	Ratingen and Duesseldorf are very cosmopolitan cities and almost every language is spoken somewhere. Our reception desk will be glad to assist you in finding the right interpreter. Please dial <i>510</i> .
Internet	You can use the free Wi-Fi of our partner Telekom in the rooms with your laptop or smartphone. Please log in to the net and confirm the terms of use in your browser. Afterwards you can surf for free as long as you like.
Ironing	We are happy to do this for you. Please refer to the price list provided in your room and contact our housekeeping by dial <i>516</i> , or our reception desk on by dial <i>510</i> . If you prefer to iron yourself, we will be pleased to provide an ironing board and an iron for about 2 hours. Please ensure to switch off the iron when finished.
	<b>L</b>
Late Check Out	Our check out time is 12:00 a.m. If you would like to stay longer, please contact our reception desk as we might have to charge for this. Please dial <i>510</i> .
Laundry	Please contact our housekeeping by dial <i>516</i> , or our reception desk. Please dial <i>510</i> . All items accepted by 9:00 a.m. between Monday and Friday will be returned the same day. Please refer to the price list provided in your room.
Lost Property	We are pleased to check if someone has found your missing item. Please contact our housekeeping by dial <i>516</i> , or our reception desk by dial <i>510</i> .
	<b>M</b>
Messages	If you would like to leave a message for an other guest, please leave it with the reception desk or dial <i>510</i> . All incoming messages will be delivered straight away.
Minibar	All our rooms are equipped with a minibar. In the rooms of the superior category, your minibar is empty but not displayed. Please refer to the price list in this directory. From now on, you will receive at our reception the various drinks. Please call the reception: dial <i>510</i> In all other room categories, your minibar is stocked.

	<b>N</b>	
Newspaper		You can buy some newspaper at the reception desk.
	<b>P</b>	
Parking		Our hotel provides separate underground parking facilities, which will be charged per night. Please contact our reception desk by dial <i>510</i> .
Printing		The reception staff will help you. Please dial <i>510</i> .
	<b>R</b>	
Radio		The radio is integrated in your TV set. Please use your remote control.
Reception		Please contact our reception desk by dial <i>510</i> .
Remote Control		In each room you will find a remote control for your television.
Reservations		Our reservations department will be happy to assist you with all your bookings for any relexa hotel in Germany. The relexa hotel Ratingen City would be pleased to welcome you back, too! Please dial <i>502</i>
Restaurant		You will find our Restaurant "Brasserie" next to the lobby. We offer fine regional and international cuisine as well as selected speciality weeks during the year. We would be pleased to confirm your table booking by dial <i>512</i> .
Room Service		Please refer to our room service menu in this folder and order by dial <i>512</i> . Room service is available from 6:30 am to 12:00 pm.
	<b>S</b>	
Safe		You can take a safe box at the reception desk or use the safe in your room. It can be closed with your own number code.
Shoe Shine		You will find a shoe shine cloth in your guest room.
Shoe Polish		You will find a shoe polish machine at the stairs beside the restaurant.
	<b>T</b>	
Taxis		Please contact our reception desk by dial <i>510</i> .
Telephone calls		Please dial "0" for an outside line. To call another room inside the hotel please dial the relevant room number.
Telefax		Our faxnumber is <i>+49 (0) 2102- 1675-520</i> . We can send your fax at our reception.
	<b>U</b>	
Umbrella		At the reception available against a deposit of Euro 10,00. Upon return of the umbrella at the reception, this amount will be refunded.
	<b>V</b>	
Vase		Please contact our housekeeping by dial <i>516</i> , or our reception desk by dial <i>510</i> .
	<b>W</b>	
Wake up call		We would like to wake you up – but only if you wish! Please dial <i>510</i> for our reception desk. We promise to pay attention to all wake up calls, but we have to inform you that we can not be held liable for any delays.
Wellness		See Fitness
W-Lan		See Internet.

Your direct contact to our team:

Reception	<i>510</i>
Housekeeping	<i>516</i>
Reservation	<i>502</i>
Restaurant & Bar	<i>512</i>
Sales & Convention Sales	<i>504</i>