

art'otel Berlin Mitte

A

Allergies

All our bedding is hypo allergenic.

Amenities

For toiletries please contact our reception by dialling 4500.

B

Baby-Cots

The hotel has several complimentary baby-cots available. Please contact the reception by dialling 4500 for assistance.

Bathrobes & Slippers

Bathrobes and slippers are available and free of charge. Please contact the reception to get yours.

Bedding

For extra pillows, blankets and towels please contact the reception at 4500.

Berlin

City maps and other tourist information are available at the reception. For information about events around Berlin, please visit the reception or dial 4500.

Bike Rental

To rent a bike please inquire by visiting the reception or dialling 4500, they will inform you about the rental fee price.

C

Chargers

We offer several different phone chargers. Please visit the reception or dial 4500 to inquire.



Check-in / Check-out

Check-in time is at 3:00pm. Early check in is based on availability of the hotel and it is not guaranteed. Check-out is at 12:00pm. For a late checkout we charge €10.00 per hour, and it is based on availability. The latest check-out time we offer is until 5:00pm.

Credit Cards

We accept: American Express, Visa, Euro/MasterCard, and Diners Club.

D

Doctor, Dentist & Pharmacy

If you need a doctor during your stay, please contact reception by dialling 4500 for assistance. The invoice of the doctor needs to be paid by you directly in cash and cannot be billed to the room.

Do Not Disturb Sign

Please use your “Do Not Disturb” sign and hang it outside your door when you wish to avoid being disturbed by our housekeeping, mini-bar, or maintenance staff. We start servicing rooms as early as 8.00am.

Door Security

Your room-door is fitted with a double lock system. For your own safety, please use them when retiring for the night.

E

Emergencies

In case of an emergency please dial 4500. Our reception will inform the appropriate authorities immediately.

F

Fax

You can pick up your faxes at the reception. It is also possible to fax your documents, please contact the reception for assistance with faxes. A fee may be applicable.

Fire Precautions / Instructions

Please read the fire instruction notice in your room and familiarize yourself with the nearest fire escape route from your room. At the sound of the evacuation signal, please leave your room through the safest fire escape route.



G

Gym & Spa

Our gym and sauna are free of charge for all our guests. If you would like to book a massage, please contact our staff at the reception to arrange this.

I

Ice Cubes

Please ask for assistance from our staff at the *Upside Down Bar* or call the reception by dialling 4500.

Internet

Free Wi-Fi is available throughout all our public areas and guest rooms. The network is called “art’otel” and no password is required to connect to the Wi-Fi.

Ironing

Our hotel rooms are equipped with an iron and ironing board located in your wardrobe. Please contact the reception by dialling 4500 if there is no iron in your room and you would like one.

L

Laundry / Dry cleaning

For same day service, please hand in your laundry before 9:00am. You will receive it back the same day before 9:00pm except on Saturdays, Sundays and public holidays. All laundry handed in after 9:00am will be returned by the next day before 9:00pm. Please ask at the reception for the laundry list and bag. The hotel is not liable for any damaged and/or lost clothing.

Lost & Found

All lost and found items will be stored and registered. If you have lost an item, please contact the reception by dialling 4500. Please note that the hotel does not accept any responsibility for guest items left on the premise.

Luggage & Storage

If you require assistance with your luggage, please contact the reception by dialling 4500 and we will be happy to help you. Your luggage can be stored with us at the reception until your departure.



M

Mail

Your outgoing mail can be delivered at the reception. A fee applies should the mail have no stamp on it. In the case that you are expecting to receive mail or a package, please notify the reception upon check-in. Any mail received without clear notification cannot be accepted and will be returned to sender. The hotel has the right to open any mail or packages that appear suspicious.

Minibar

All rooms are equipped with a minibar for your own use. You are welcome to fill it with items from our lobby shop at reception. The costs of the consumed items will be directly billed to your room upon check-out.

N

Narcotics (drugs)

The use of narcotics is strictly forbidden on the premise. Violation of these rules will result in additional cleaning charges and/or being banished from the hotel.

Newspapers & Magazines

Newspapers and magazines are available at the reception.

Non-Smoking Policy

The hotel is a non-smoking hotel. It is only allowed to smoke outside the hotel in front of the main entrance. Smoking in the room will result in a cleaning fee of €100.00 due to the costs and time the hotel needs to invest to deep clean the room and remove the odour.

P

Parking

The hotel has its own private parking garage. The cost of parking is €25.00 per day for hotel guests. We advise you not to leave any valuable items in your car as the hotel is not liable for any loss or damage to your property.

Pets

Pets are allowed with an additional charge of €10.00 per night.

Pillow

If you need additional pillows, blankets, or towels, please contact the reception by dialling 4500.



R

Radisson Rewards

Enjoy more points, more partners, and more places with Radisson Rewards – the global hotel rewards program from Radisson Hotel Group. Our program offers exceptional hotel experiences, enhanced services, and the ability to earn and redeem rewards remarkably fast at over 9,000 hotels worldwide. For more information, please visit www.radissonrewards.com. Not a member yet? It is our pleasure to assist you at the reception.

Room Service

We are happy to serve food in your room from 7:00am - 11:00am and from 5:00pm - 10:00pm. We offer this service with an additional charge of €15.00 per requested room visit. Please contact the *Upside Down Bar* by dialling 4903.

S

Safe

Each room is equipped with a notebook-size room safe where you can place your valuables at your own risk. Please ensure that you leave the safe empty and with the door open on the day of departure. A limited number of additional safes are available at reception, should you require one please dial 4500. The management accepts no liability for any loss or damage to your property in your room.

T

Taxi

If you need a taxi, please ask at the reception.

Telephone

Front desk: please dial 4500.

Room to room: please dial 1 + the desired room number.

International calls: please dial 0 + 00 + country code + area code (first 0 omitted) + phone number.

Calls are charged from the time the call is answered and have a starting cost of €0.35 – additional charges may apply, depending on the destination of the call. For more information, please contact the reception. Phone charges are automatically added to your bill at check-out.

Travel Adapters

The hotel offers several international adapters. Please visit the reception or dial 4500.

U

Umbrellas

Umbrellas can be requested at the reception.



W

Wake Up Calls

It is possible to arrange a personal wakeup call via the reception. For assistance please dial 4500.

