

## art'otel Cologne

### A

#### **Air conditioning**

A fresh air system is installed in the rooms. You can adjust the temperature up or down by 3 degrees.

#### **Airport transport**

From Cologne Airport, guests can take the S13 train to the main station. The S13 runs every 30 minutes. The hotel can also be reached in 15 minutes by car or taxi.

#### **Allergies**

All our bedding is hypo allergenic.

#### **Amenities**

For toiletries, please contact our reception by dialing 800.

### B

#### **Baby-Cots**

The hotel has several complimentary baby coats available. Please contact reception by dialing 800 for assistance.

#### **Bar & Lounge "art'drink"**

The bar is in the lobby next to the reception. Here you will find a wide selection of beer, wine, cocktails, and small snacks. Opening hours: Mon - Sun: 12:00 - 00:00.

#### **Bathrobes & Slippers**

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

#### **Breakfast**

We offer our breakfast buffet at the following times:

Monday - Friday: 06:30 - 10:30

Saturday: 06:30 - 12:00

Sunday & Holidays: 06:30 - 12:00



## C

### **Check-in / Check-out**

Check-in time is 3:00 pm. Early check-in is based on availability of the hotel, and it is not guaranteed. Check-out is at 12:00 pm. For a late check-out we charge €20.00 per hour, and it is based on availability.

### **Currency exchange**

You can exchange most currencies into EURO (€) at the reception. There is an exchange limit of €100 per room per day. There is also an exchange fee.

## D

### **Doctor, Dentist & Pharmacy**

If you need a doctor during your stay, please contact reception by dialing 800 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. We start servicing rooms as early as 8.00 am.

### **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 800. Our reception will inform the appropriate authorities immediately.

### **Express Check-out**

The hotel offers an Express Check-out service. This means that you do not have to check out of the reception.

## F

### **Fax**

You can pick up your faxes at reception. It is also possible to fax your documents, please contact 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 wellness area is located on the 5th floor. There you will find a sauna and changing rooms with lockers. It is open daily from 5 pm to 10 pm. Access keys are available at reception. Sauna usage costs €6. Please notify reception 20 minutes in advance to preheat the sauna to the correct temperature.

## I

### **Internet**

Free Wi-Fi is available throughout all our public areas and guest rooms. The network is called "artotel Cologne" and no password is required to connect to the Wi-Fi.

### **Ironing**

Please contact reception.

## L

### **Laundry / Dry cleaning**

For same day service, please hand in your laundry before 9:00 am. You will receive it back the same day before 8:00 pm except on Saturdays, Sundays, and public holidays. All laundry handed in after 9:00 am will be returned by the next day before 8:00 pm. You will find a laundry list and bag in the cloakroom in your room. Please contact reception if you need assistance. 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 reception by dialing 800. Please note that the hotel does not accept any responsibility for guest items left on the premises.

### **Luggage & Storage**

If you require assistance with your luggage, please contact reception by dialing 800 and we will be happy to help you. Your luggage can be stored with us at reception until your departure.

## M

### **Mail**



Your outgoing mail can be delivered to 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 the sender. The hotel has the right to open any mail or packages that appear suspicious.

## **Minibar**

We have emptied the mini fridges in the rooms so that our guests can use them privately and conveniently store their own items. Snacks and drinks are still available in our lobby shop at reception.

## **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.

### **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 €150.00 due to the costs and time the hotel needs to invest to deeply clean the room and remove the odor.

## **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 reception by dialing 4500.

## **R**

### **Room Service**

Currently not available.

## **S**

### **Shoe cleaning**

There is a cleaning machine on the garage floor next to the lift exit. The use of this is free of charge.



## T

### **Travel Adapters**

The hotel offers several international adapters. Please visit reception or dial 800. A deposit of €25 is required per adapter.

## W

**Wake Up Calls** It is possible to arrange a personal wakeup call via reception. For assistance, please dial 800.

