

Room Directory

A

Adapters

Our hotel offers international adapters. Please visit or contact reception by dialling the "Front Desk" button on the phone.

Allergies

All our bedding is hypo allergenic.

Amenities

Should you wish to have additional bathroom amenities kindly contact reception.

B

Baby cots

The hotel offers complimentary baby cots. Please contact reception to have one delivered to your room.

Bathrobes & Slippers

Available in every guest room free of charge.

Bedding

To request extra pillows, blankets, or towels please contact reception.

Bike Rental

Our Guest Relations team will be happy to assist you with bike rentals.

C

Chargers

Phone charges are available at reception.

Check in / Check out

Check in time starts at 15:00 – early check in is based upon availability and cannot be guaranteed.
Check out time is 11:00 – late check out is based upon availability. Additional charges may apply.

Credit cards

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

D

Doctor

In case you require medical assistance, our Concierge will be happy to put you in contact with a doctor.

Do Not Disturb Sign

Kindly turn on the DND light if you wish for some privacy.

Drinking Water

Tap water in the hotel is drinkable. Still or sparkling water can be purchased in our Butler Corner or delivered by the Room Service team (additional charges apply).

E

Emergencies

In case of emergency please contact the reception team which will provide immediate assistance.

F

Fire Precautions / Instructions

All our hotel rooms and public areas are equipped with smoke detectors and sprinklers. In the unlikely event of an emergency, such as fire, please call reception and state the exact location of the emergency. Follow the signs to the nearest emergency exit and obey the evacuation instructions posted on the inside of your guest room door. Remain calm and follow the instructions provided by our trained personnel.

G

Gym & Spa

Use of the Wellness & Fitness area is free of charge for our hotel guests. Should you wish to book any treatments, kindly contact the Spa reception at 650 extension.

I

Ice machine

Ice machines are available on each floor in the Butler Corner area.

Internet

Free Wi-Fi is available throughout all our public areas and in guest rooms. Simply choose the „artotel“ network and connect, no password is required.

Ironing

All hotel rooms are equipped with an iron and ironing board. You can find them in the wardrobe. In addition, we offer ironing service (kindly see the laundry sheet for details).

L

Laundry / Dry cleaning

For regular service kindly hand in the laundry between 8:00 and 15:00, this will be ready the same day by 18:00. With Express Service, your laundry will be returned within 3 hours. Kindly note 50% surcharge applies. Dry cleaning service is not available on weekends and public holidays.

Lost & Found

All Lost & Found items are registered and stored in our Housekeeping department. Please contact our reception in order to enquire about lost property. Items left in your room upon departure will be stored in the Lost & Found for six months.

Luggage & Storage

If you require assistance with your luggage, kindly contact the reception and we will be happy to assist you. Your luggage can be stored with us at reception until your departure.

M

Mail

Incoming mail will be delivered to your room after check-in. If you are receiving mail /messages to your attention while staying at the hotel, please advise the sending party to write your full name on it.

Meeting & Events

Our dedicated Sales Team will be delighted to assist you in planning your meeting and providing the special touches that will make your event an overwhelming success.

N

Newspapers & Magazines

Please contact our Concierge desk.

P

Parking

Our Guest Services team will assist you with valet parking. The cost is €30 per night per car.

Pharmacy

It is strictly forbidden for the hotel to give medication to guests, including general over-the-counter medication. Our reception team is eager to help you find a pharmacy in close proximity to the hotel.

Pets

art'otel is an inclusive brand where we see dogs as another member of the family - additional charge of €40 per day per pet applies.

Pool

The heated indoor pool is located in the Wellness area on floor -1. The opening hours are from 8:00 to 21:00. Proper swim attire is required to utilize the pool. Children need to be accompanied and supervised at all times. Please also refer to the latest pool regulations.

Public transportation

For schedule information and direction, kindly visit the Concierge desk.

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

Available from 7:00 to 23:00. Kindly dial the „Room Service“ button to place your order

S

Safe

Each room is equipped with a notebook – size room safe where you can place your valuables. Kindly note that the hotel cannot be held liable for any items left in your room or hotel public areas.

Please ensure you empty the safe upon departure from the hotel.

Smoking Policy

All hotel rooms are non-smoking. You might enjoy your smoke on the terraces and outside the hotel main entrance. Smoking in the room will result in a €300 cleaning fee. Please be kind to the next guest.

T

Taxi

Kindly contact the Concierge for assistance with a taxi.

Telephone

Dial the „Front Desk“ button to reach reception

- To call another room dial the room number
- For external calls – dial „0“ and then the phone number
- For international calls additional charges will apply

U

Umbrellas

Umbrellas are available at reception

W

Wake Up Calls

Feel free to request a wake – up call at reception

