

Dear guest,

Welcome to Munich.

We hope you had a pleasant journey and we are pleased that you have chosen the relexa hotel for your trip to Munich, Bavaria, Germany.

*Our new hotel in Munich city center was opened in December 2014 near the main train station.*

*Within walking distance to the Oktoberfest, Munich's famous beer festival, the hotel is a great starting point for a city tour through the Bavarian metropolis.*

*For your business trip to Munich the hotel is ideally suited. Very close to the main train station you have the best access to all major points of the city and its surroundings as well as to Munich Airport.*

*Whether holiday or business trip - the relexa hotel Munich offers the standard relexa hotels are well known for:  
individuality and the relexa charm.*

*Enjoy service with excellence in Munich too.*

This information pack will give you comprehensive information about our hotel and our services.

If you have any questions please do not hesitate to contact our reception team. Our reception is 24 hours on duty and thus is available around the clock on extension 466.

We wish you a pleasant stay at the relexa hotel Munich.

Yours sincerely,

Edeltraud Ulbing  
Hotel Manager on behalf of all the team

## INFORMATION from A to Z

### **A**

- Adaptor** All sockets in your room have 220V. Adapters are available for a deposit of EUR 10.00 at the reception.
- Administration work** Small administration work can be carried out during the day. Please speak to our reception team.
- Airport** The airport Munich "Franz-Josef-Strauß" (MUC) is about 45 minutes away from the hotel. If you require any flight information please dial: 0-089-97500. The airport information centre is open 24 hours a day.
- Arrival and departure** Your room will be available on arrival day from 3pm. Please vacate your room on departure day until 12pm. If you require your room longer, please contact the reception before 11am on extension 466. An additional cost may be charged. Thank you for your understanding.

### **B**

- Baby cot** We provide baby cots free of charge subject to availability. Please contact our reception team on extension 466.
- Bank** The next cash point is located in the Deutsche Bank at Schwanthalerstraße 32.
- Bathrobe** On request we provide a cosy bathrobe in your room. Guests can purchase one for EUR 40.00. Please speak to our reception team.
- Bar** Our bar is on the ground floor next to the reception and is open daily. We serve selected wines and Munich beers on tap. You can reach the bar team on extension 466.
- Bible** If you wish a bible for your room, please speak to our reception team.
- Bicycle** Our reception team will be happy to assist you with the organisation of bike hire.
- Breakfast** We offer a rich and varied breakfast buffet with regional products. The buffet is available from Monday to Friday from 6.30am until 10am and on the weekend from 7am until 11am.

### **C**

- Car hire** Our hotel cooperates with all major car rental companies. Please ask at the reception for details or call extension 466.
- Cash point** The next cash point is located in the Deutsche Bank at Schwanthalerstraße 32. For direction please speak to our reception team.
- Church service** We are happy to inform you where the next church is and when the next service takes place.
- Cigarettes** We have a cigarette vending machine on the ground floor.
- Cinema** The Mathäser Fimpalast and the Gloria Palast (two cinemas) are on „Karlsplatz“. Please ask our reception team for directions.
- Cooking** It is strictly forbidden to cook in the room – there would be a extra cleaning charge of EUR 200,00. If you cause any fire alarm, we charge EUR 1.200 without exception.
- City centre** The city centre of Munich is just a few minutes walk away. please ask reception for direction.
- City tours** Our team at reception will be happy to give you tips on what to do and what to see in Munich. Please call them on extension 466.
- Cosmetic mirror** In your room we have provided a cosmetic mirror. Please leave this for all subsequent guests in your room. You are welcome to purchase a cosmetic mirror at the reception for EUR 35.00. If you do take the cosmetic mirror without permission we will charge EUR 50.00 on CC.

Credit cards	We accept American Express, MasterCard, Visa, Diners Club, JCB and of course your EC- and Maestro-Card.
<b>D</b>	
Dentist	If you need a dentist, simply contact our reception team on extension 466.
Departure	Your room will be available on arrival day from 3pm. Please vacate your room on departure day until 12pm. If you require your room longer, please contact the reception before 11am on extension 466. An additional cost may be charged. Thank you for your understanding.
Doctor	If you require medical assistance, we are happy to help you. Please contact reception on extension 466.
Duvet	If you would like another duvet please contact us on 466. We are happy to provide you with an extra one.
<b>E</b>	
Electrical sockets	All sockets in your room have 220V. For a deposit our reception team can give you an adapter.
E-Mail	We are happy to forward any e-mails to you. Our e-mail address is: muenchen@relexa-hotel.de
Emergency	In case of an emergency please stay calm and contact our reception team directly on 466. For the police dial: 0-110 and the fire brigade 0-112.
Emergency exits	Please find the emergency exits / escape route plan on your room door.
Excursion	We would be happy to give you tips on what to do and where to go. Please see us at reception or call extension 466.
<b>F</b>	
Fitness studio	You will find various fitness studios near our hotel. Please ask our reception team for help.
Fax	If you wish to send a fax, please contact our reception team. Additional charges may occur. If you wish to receive a fax, please give out following number: 089 – 996506/472. We are happy to forward the fax to you. Extracharge EUR 0.80
Firealarm	In case of fire contact immediately our reception team on 466. Please remain calm and give constructive information if possible (name, location, type of fire). In case of a fire you will hear an alarm bell. Please follow the evacuation route, which is displayed on your room door. In case of a fire caused by smoke, steam, removing fire detector we charge EUR 1.200 without exception.
Flowerservice	Our hotel team would be happy to assist you if you need to arrange for flowers or need a vase.
<b>G</b>	
<b>H</b>	
Hair dresser	Please speak to our staff if you would like to make an appointment. We might be able to arrange a hair dresser to your room (subject to availability).
Hair dryer	Please find a hair dryer in your room in the drawer of your table or in the cupboard.
Housekeeping	If you require any additional items in your room, please do not hesitate to contact our housekeeping team on extension 466.
<b>I</b>	
Ice cubes	You get ice cubes at the bar. Please contact our team on extension 466.

Information	If you require any information please do not hesitate to contact us at reception on extension 466.
Internet	You can use wireless internet throughout the whole hotel via our provider "Telecom" for free.
Ironing service	Feel free to use our cleaning service for this purpose. If you leave your laundry Monday to Friday before 8am at reception, you will get your laundry back on the same day. Please refer to the price list in your room. We can also provide you with an iron and an ironing board in your room. Please contact reception on extension 466.
<b>J</b>	
Jogging	Our reception team will be happy to suggest favourite jogging routes.
<b>K</b>	
<b>L</b>	
Laundry service	You may use our laundry service for dry cleaning. If you leave your laundry Monday to Friday before 8am at reception, you will get your laundry back on the same day. Please refer to the price list in your room. We can't accept responsibility for any damage, such as shrinkage, tears and colour fastness of the items. We also are not responsible for any previous improper handling of your items and damages such as damage to plastic and metal hooks, buttons, zipper etc. In particular, we disclaim liability for objects of weighted natural silk and also for those which contain no or only limited chemically cleanable materials, where this is no obvious or is insufficiently advertised. For content left in the pockets we accept no liability. You may claims only up to three days after return of the item which has been on the laundry list. Not collected items we keep up to six months from the date of delivery.
Lost property	Please contact our reception team on extension 466. We are happy to check if your item has been found.
Luggage service	We are happy to help. Please contact our reception team on extension 466.
<b>M</b>	
Meeting and event	Our meeting and event team would be happy to assist you with the planning of your next visit, business meeting or visit to trade fair. Please contact the team on extension 466.
Minibar	If you would like a drink in your room, simply contact our bar team on extension 466 and we bring you drinks up to your room with extracharge of EUR5.00 until 9pm.
Money exchange	The Postbank Finanzcenter (Bahnhofplatz 1), directly next to the train station, changes for a surcharge all major currencies.
<b>N</b>	
Newspaper	We hold a number of newspapers ready for you at our reception.
Noise	Your room is equipped with triple glazed soundproof windows.
<b>O</b>	
Oktoberfest	The Theresienwiese, where the Oktoberfest is held is only 750m from the hotel. Please ask our reception team for direction.
<b>P</b>	
Parking	We provide underground parking spaces at a charge of EUR 28.00 per night per vehicle on availability on the same day. Reservation is unfortunately not possible.
Petrol station	The next AGIP petrol station on Josephspitalstrasse 12 is only a five minute drive away from the hotel. A Jet petrol station is also only five minutes away on Landsberger Strasse. Please ask our reception team for direction.

Pharmacy	We are happy to assist you and advise you where the nearest pharmacy is. Please contact the reception on extension 466.
Pets	Your pet is welcome in our hotel. We charge per night EUR 15.00 exclusive food. Please be aware that out of respect for our other guests your four-legged friend is not allowed in the breakfast room. Extracleaning up to EUR 100.00.
Photocopy	Our reception team will be happy to assist you with photo copying. Please be aware that we charge EUR 0.80 per copy.
Photographer	If you require a photographer please ask at the reception for help or dial extension 466.
Postage	We are happy to post your letters or postcards. Please use enough postage. For information on postage contact our reception team on extension 466.
Print out documents	If you need to print out documents, we are happy to assist you at reception. An additional cost may occur. Emails may be send to <a href="mailto:muenchen@relexa-hotel.de">muenchen@relexa-hotel.de</a> , but please be aware that we might not be able to open mails with extensive attachments. For assistance please see our reception team or dial extension 466. Charge: EUR 0.80
<b>R</b>	
Radio	You can listen to the radio via the television.
Reception	Our reception team is there for you 24 hours a day. The direct line is 466.
Reservation	If you wish to book your next stay with relexa hotels, simply contact our reservation department on extension 466.
Restaurants	Our reception can provide information about the diverse culinary offers in the area. On request, we can also book a table for you.
Room service	Room service is available until 9 pm. Simply dial 466. A room service surcharge of EUR 5.00 will apply.
<b>S</b>	
Safety	Please ensure that your room door is always closed properly. Please note the emergency escape plan in your room and follow the instructions in case of emergency. Our hotel team will always be there to help and assist you.
Safe	Your room has a safe. The instructions on how to use it, are on the safe door. No extra charge.
Sales department	Our sales department would be happy to assist you to book another relexa hotel or help you to book for any trade fairs. We gladly to agree cooperate rates.
Shaving	If you require a shaving kit, simply contact our reception team.
Shoe polish	We provide a shoe polishing cloth in your room. Shoe polish machines are located on the second floor in the public toilets.
Shopping	The next super market is 5 minutes from our hotel. Please ask our reception team for directions.
Smoking	Please be aware that our hotel is a non smoking hotel. Smoking is not allowed anywhere on the premises. If you smoke in the hotel room, we will charge a fee of EUR 200.00 for additional cleaning costs. If you cause a fire alarm or prealarm you will be charged with <b>EUR 1.200</b> without except.
Stamps	You can purchase stamps at the reception.
<b>T</b>	
Taxi	We are happy to arrange a taxi for you. Please contact our reception team on extension 466.
Telephone external	Please dial "0" to get an outside line. One unit costs EUR 0.90. Your direct telephone number to your room is: +49-(0)89-996506 - and your room number.

Television	Your room is equipped with a flat-screen TV that receives numerous national and international TV and radio channels via cable.
Towel	Think of the environment. If you wish to use your towel again, please leave it on the towel rail. If you wish a fresh towel, then put the used towel in the shower or simply call 466.
Train station	Munich main train station is only 5 minutes walk from our hotel. For direction please ask our reception team on 466.
Translator	Our reception will be happy to help you to find the right translator. Please contact them on extension 466.
<b>U</b>	
Umbrella	For a deposit you can get an umbrella at reception.
Underground	Only 500 metres from the hotel is the Underground station "Hauptbahnhof" with the lines U1, U2, U4, U5, U7 and U8
<b>V</b>	
<b>W</b>	
Wake up call	Please let us know when you wish a wake-up call. Simply call our reception team on 466. Of course we are as carefully as possible, but we can't take any liability for any delay with incoming alarms.
Wireless LAN	You can use wireless internet throughout the whole hotel via our provider "Telecom Hot Spot" for free.

**Y**

**Z**