

# relexa hotels



Die feine Art

Guest Information

**relexa hotels**

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*Dear Guest!*

A very warm welcome to our relexa hotel Stuttgarter Hof in the center of Berlin.

This directory has been prepared as a guide to our hotel and the services we provide. If you have any further questions we would be very happy to assist you. Please call the Reception Desk by dialing 801.

We hope you have a pleasant stay with us and are looking forward to welcoming you back in the not too distant future.

Yours sincerely

relexa hotel Stuttgarter Hof



## Preventing infections:

# The Top Ten tips for hygiene

We encounter many germs such as viruses and bacteria in everyday life. Simple hygiene precautions can help to protect ourselves and others from infectious or contagious diseases.

### 1. Wash your hands regularly

- ▶ After you come home
- ▶ Before and while you are preparing food
- ▶ Before meals
- ▶ After visiting the toilet
- ▶ After blowing your nose, coughing or sneezing
- ▶ Before and after contact with sick persons
- ▶ After contact with animals



### 3. Keep your hands away from your face

- ▶ Don't touch your mouth, eyes or nose with unwashed hands



### 2. Wash your hands thoroughly

- ▶ Hold your hands under running water
- ▶ Apply soap from all sides
- ▶ Rub hands for around 20 to 30 seconds
- ▶ Rinse off under running water
- ▶ Dry off using a clean towel

### 5. If you are ill, stay away from others

- ▶ Rest and recover at home
- ▶ Avoid close contact with others while you are infectious
- ▶ Stay in a separate room and, where possible, use a separate toilet
- ▶ Do not share tableware or towels with other people



### 4. Cough or sneeze properly

- ▶ Keep your distance and turn away from others when coughing and sneezing
- ▶ Use a paper tissue or hold the crook of your arm in front of mouth and nose

### 6. Protect wounds

- ▶ Cover wounds with a plaster or bandage



### 7. Keep your home clean

- ▶ Regularly clean your kitchen and bathroom in particular with household detergents
- ▶ Ensure cleaning cloths can dry out properly after use and replace them often



### 8. Handle food hygienically

- ▶ Always keep susceptible food well refrigerated at all times
- ▶ Keep raw animal products away from food that is usually eaten raw
- ▶ Cook meat at a minimum of 70 °C
- ▶ Scrub fruit and vegetables thoroughly

### 9. Wash tableware and clothing using a hot cycle

- ▶ Clean cutlery and kitchen utensils with hot water and a detergent – or in the dishwasher
- ▶ Wash dishcloths, cleaning cloths, hand towels, flannels, bedclothes and underwear at a minimum of 60 °C



### 10. Ventilate rooms often

- ▶ Ventilate enclosed spaces several times a day for a few minutes

**Zimmerservice**  
(Montag bis Samstag)  
17:30 – 21:00 Uhr

<b>Rahmsüppchen von der Strauchtomate</b> mit Basilikum und gebackenem Knoblauchbaguette  B, D, F, I	<b>7,00</b>
<b>Grüne Tagliatelle in Käserahm</b>  mit gebratener Putenbrust und Gartenkräutern an Grana Padano  D, G, L	<b>10,00</b>
<b>2 Berliner Currywürste</b> mit Pommes frites und hausgemachter Currysauce  A, D, E, I	<b>10,00</b>
<b>Caesar's Salad</b> (als Vorspeise o. Hauptgang) mit Croûtons, Tomaten, Grana Padano und Caesar's Dressing  oder mit gebratenen Putenbruststreifen und krossem Bacon  A, D, E, G, I, K, L	<b>8,00</b>  <b>11,00</b>
<b>Steak von der Allgäuer Färse (250g)</b>  mit Pommes frites, Kräuterbuttr und Blattsalaten  A, D, E, G, I, L	<b>15,00</b>
<b>Tomatenravioli</b> in Salbeibutter geschwenkt mit Pinienkernen, gebratenen Kräuterseitlingen und Habanero Chili  oder mit gebratenen Seawater Garnelen (3 Stück)  A, D, E, G, I	<b>11,00</b>  <b>17,00</b>
<b>Etagen-Service Zuschlag</b>	<b>3,00</b>

A = Eier, B = Fisch, C = Krebstiere  
D = Milch, E = Sellerie, F = Sesamsamen,  
G = Schwefeldioxid und Sulfite,  
H = Erdnüsse, I = Glutenhaltiges Getreide  
J = Lupine, K = Schalenfrüchte  
L = Senf, M = Sojabohnen  
N = Weichtiere

Trotz größter Sorgfalt in unserer Küche und im  
Restaurant kann es zu Kreuzkontamination  
kommen. Bei Fragen wenden Sie sich bitte an  
unser Service- und Küchenteam.

**Roomservice**  
(monday to saturday)  
5:30 p.m. – 9:00 p.m.

<b>Tomato cream soup</b> with basil and baked garlic bread  B, D, F, I	
<b>Green tagliatelle in cheese cream</b>  with fried turkey breast and garden herbs, Grana Padano  D, G, L	
<b>A couple of curry sausages</b> with French fries and homemade fruity-spicy curry sauce  A, D, E, I	
<b>Caesar's salad</b> (as starter or main dish) with croûtons, tomatoes, Grana Padano and Caesar's dressing  or with fried turkey breast and crispy fried bacon  A, D, E, G, I, K, L	
<b>Steak of Allgäu heifer</b>  with French fries, herb butter and leaf lettuce  A, D, E, G, I, L	
<b>tomato ravioli</b> in sage butter with pine nuts, king oyster mushrooms and habanero chilli  or with fried seawater shrimps (3pcs.)  A, D, E, G, I	
<b>Tray Charge</b>	

A = Eggs B = Fish C = Crustaceans  
D = Milk E = Celery F = Sesame seeds  
G = Sulphur dioxide and Sulphites  
H = Peanuts I = Cereals gluten  
J = Lupine, K = Edible Nuts  
L = Mustard, M = Soybean  
N = Molluscs

Despite the utmost care in our kitchen and  
restaurant area is likely to cross-  
contamination. For questions, please  
contact our service and kitchen team.

<b>Airport</b>	<p><b>A</b></p> <p>Berlin provides 2 airports — Tegel and Schönefeld. Please contact our Reception Desk for more details on telephone 801.</p>
<b>Baby Cots</b>	<p><b>B</b></p> <p>We provide baby cots free of charge. Please contact our Housekeeper on telephone 920, or our Reception Desk on telephone 801.</p>
<b>Babysitter</b>	<p>Unfortunately we can not provide a professional babysitter, but our Reception Desk will gladly assist you if you are in need. However, please note that the hotel can not be held responsible for a babysitter.</p>
<b>Banquets/Reception</b>	<p>Our Banquet Co-Ordinator will be happy to make appropriate suggestions. Please call telephone 941.</p>
<b>Bar</b>	<p>Monday to Saturday 5 p.m. to 10 p.m..</p>
<b>Bathrobe</b>	<p>Complimentary bathrobes are available on request, telephone 801.</p>
<b>Bedclothes Change</b>	<p>You will get bedclothes change on request, telephone 920. A regular change will not take place.</p>
<b>Blanket</b>	<p>You get additional blankets on request, telephone 801.</p>
<b>Bible</b>	<p>You get a bible on request, telephone 801.</p>
<b>Bottle Opener</b>	<p>on demand</p>
<b>Breakfast</b>	<p>Breakfast will be served by dish or breakfast box.</p>
<b>Café</b>	<p><b>C</b></p> <p>It will be a pleasure to serve you a coffee, an espresso or a cappuccino in our Restaurant.</p>
<b>Car Hire</b>	<p>We co-operate with all major car hire companies. Please inform us about your preferences and needs. We shall assist you at our Reception Desk, or dial telephone 801.</p>
<b>Cashier</b>	<p>The Cashier is located at our Reception Desk.</p>
<b>Check in</b>	<p>Our check in time is 3:00 p.m.</p>
<b>Check Out</b>	<p>Our check out time is 12:00 a.m.</p>
<b>Church Services</b>	<p>There are many churches and confessions in Berlin. Please contact our Reception Desk or dial telephone 801.</p>
<b>Copies</b>	<p>We will gladly make photocopies for you at our Reception Desk. The fee is nominal.</p>
<b>Congresses/ Conferences</b>	<p>Our Banquet Co-Ordinator will be happy to make appropriate suggestions. Please call telephone 941.</p>
<b>Credit Cards</b>	<p>We accept Visa, MasterCard, American Express and Diners Club. You may also use your Electronic-Cash-Card with your PIN for payments.</p>
<b>Doctor</b>	<p><b>D</b></p> <p>Please contact our Reception Desk by dialing telephone 801. There is always a doctor on call.</p>
<b>Dry Cleaning Service</b>	<p>Please contact our Housekeeper on telephone 920, or our Reception Desk on telephone 801. All items accepted by not later than 9:00 a.m. from Monday to Friday will be returned the same day. Please refer to our price list provided in your</p>

<b>Electric Shavers</b>	<p>E</p> <p>We provide a 220 V socket in your bathroom. Shavers and shaving cream are also available at our Reception Desk, telephone 801.</p>
<b>Emergencies</b>	<p>Please, always inform our Reception Desk by dialing 801. POLICE: 0 - 110 FIRE BRIGADE: 0 - 112</p>
<b>Facsimile</b>	<p>F</p> <p>The fax number of the hotel is +49 30 264 83 – 900. We would be glad to assist you with your faxes at the front desk.</p>
<b>Fire Alarm</b>	<p>Please dial 801 and give us precise information and directions! This may save lives.</p>
<b>Fire Extinguishers</b>	<p>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.</p>
<b>Fitness Center</b>	<p>The fitness center will be closed until further notice.</p>
<b>Hairdryer</b>	<p>H</p> <p>All rooms are equipped with a hairdryer in the bathroom. There are more powerful devices available on request, telephone 801.</p>
<b>Heating</b>	<p>Most of our rooms are equipped with floor heating. You can control the temperature in a range between 18°C and 25°C yourself by using the thermostat placed on the wall right besides the door. If you experience any problems please contact the reception desk. Please note, that floor heatings are reactivy very slowly on the changes you made.</p>
<b>Housekeeper</b>	<p>Our Housekeeper will happily assist you. Please dial telephone 920.</p>
<b>Hygiene Article</b>	<p>You get additional hygiene articles on request (dental hygiene, shaving set, etc.) without costs, telephone 801.</p>
<b>Ice Cubes</b>	<p>I</p> <p>On demand our Room Service will bring some up to your room. Please call Room Service on telephone 960.</p>
<b>Information</b>	<p>If you are in need of any further information, please do not hesitate to contact our Reception Desk on telephone 801.</p>
<b>Internet</b>	<p>You can get access to the internet as follows:</p> <ol style="list-style-type: none"> <li>Free WiFi in all rooms and public areas To use our free WiFi, please refer to the instructions at the beginning of this guest information.</li> <li>Free wired connection in all Superior rooms and Suites Please connect your device with the LAN-cable provided on the writing desk. As soon as you try to open any website in your browser, a login page will come up. Please get the required login data from our reception desk.</li> </ol>
<b>Ironing</b>	<p>We are happy to assist you. Please refer to the price list provided in your room and contact our Housekeeper on telephone 920, or our Reception Desk on telephone 801. If you prefer to iron yourself, we will gladly provide you with an ironing board and an iron for a duration of 2 hours. Please ensure to switch off the iron.</p>
<b>Late Check out</b>	<p>L</p> <p>Check out time is 12:00 a.m. If you would like to stay longer, please contact the Reception Desk as we might have to charge for this, telephone 801.</p>
<b>Laundry</b>	<p>Please contact our Housekeeper on telephone 920, or our Reception Desk on telephone 801. All items accepted by not later than 9:00 a.m. between Monday and Friday will be returned the same day. Please refer to the price list provided in your room.</p>
<b>Light</b>	<p>In our rooms you are requested to insert your key card into the Key-Card-Holder next to your door before being able to switch on the lights.</p>
<b>Lost Property</b>	<p>We are happy to check whether someone has found your missing item. Please contact our Housekeeper on telephone 920, or our Reception Desk on telephone 801.</p>
<b>Luggage Service</b>	<p>We are happy to assist! Please contact our Reception Desk on telephone 801.</p>

## M

- Mail** All incoming mail will be delivered to your room immediately. If you have outgoing mail, please contact the Reception Desk, which has ample stamps for sale. They will also mail it for you.
- Messages** If you would like to leave a message for another guest, please leave it with the Reception Desk or call telephone 801.  
All incoming messages will be delivered to your room immediately.
- Minibar** In the Minibar you will find a complimentary bottle of mineral water for your refreshment. If you wish to order other drinks, we will be glad to be at your service. Please find a price list in your Minibar.

## P

- Parking** Our hotel provides two separate underground parking facilities, which will be charged with a daily fee. Please contact our Reception Desk on telephone 801.
- Photographer** This can be organized for you by our Reception Desk. Please call telephone 801.
- Pillow** You get additional pillows on request, telephone 801.

## R

- Radio** The radio is integrated in your TV-set. Please use your remote control.  
Please also see the list of available radio stations at the end of this guest information.
- Reception/ Concierge** It is always a pleasure to help. Please contact our Reception Desk on telephone 801.
- Remote Control** In each room we provide a remote control for the TV-set. In addition all our Superior Rooms are equipped with a second remote control for the lights and sun blinds. Please note that all remote controls do work exclusively in the hotel.
- Reservations** Our reservations department will gladly assist you with all your bookings for any relexa Hotel in Germany. We would love to welcome you back! Please call telephone 915!
- Restaurant Room Service** Monday to Saturday 5 p.m. to 9:00 p.m. we offer a small snack card.

## S

- Safe** All our rooms are supplied with an in-room-safe. Please refer to the user manual next to it.
- Sauna** The sauna is closed until further notice.
- Security** For assistance, please contact our Reception Desk on telephone 801.
- Sewing Service** We are happy to assist you. Please ask for the additional service charge and contact our Housekeeper on telephone 920,0 or our Reception Desk on telephone 801. If you prefer to sew yourself, you will find a sewing kit in your bathroom.
- Shoe Polish** You can find a shoe polish machine in each corridor. The reception will happily show you.
- Sightseeing Tours** There are a variety of companies on the market. Our Reception Desk will gladly assist you to find the right one for you.
- Slippers** You get our relexa slippers on request, telephone 801.
- Stamps** You may purchase stamps at the Reception Desk.
- Sun Blinds** All our Superior Rooms not facing the Anhalter Straße are equipped with electrical sun blinds. The switch for this is the lowest one next to the door. They can also be operated via the Remote Control in the room. Upon heavy winds and rain the sun blinds will be automatically adjusted to their original position and can not be adjusted again manually.

## T

### **Taxis**

It will be a pleasure for us to call a taxi for you at the right time. Please contact our Reception Desk on telephone 801.

### **Telefax**

The Reception Desk will gladly send your telefaxes.  
Our telefax number for receiving faxes is +49 30/ 264 83 – 900.

### **Telephone Calls**

Please dial “0” for an outside line. Inside the hotel you only dial the relevant room number with the exception of room numbers 007 to 014. Here you substitute the first “0” with an “8” (e.g. 807 for room no 007 or 814 for room no 014). Outside calls will be charged with € 0,36 per unit. The length of a unit depends on destination and time of the day.

### **TV-Channels**

See a list of all available channels at the end of this information.

## V

### **Ventilation**

Our Superior Rooms facing the Anhalter Straße are equipped with a special ventilation system to avoid the necessity of opening the windows during the night. The switch for this is the lowest next to the entrance door. In addition the ventilation grid above the window – behind the curtain – must be opened.

## W

### **Wake up call**

We would like to set a wake up call for you. Please dial telephone 801 for our Reception Desk. We promise you to pay attention to wake up calls, but we have to inform you that We can not be held liable for any delays.





## Digital TV

### Deutsch

#### Allgemein

- 1 Das Erste
- 2 ARD-alpha
- 3 ZDF
- 4 ZDF Info
- 5 ZDF neo
- 6 3SAT
- 7 Arte
- 8 KI.KA
- 9 RTL
- 10 RTL II
- 11 Super RTL
- 12 VOX
- 13 PRO7
- 14 SAT1
- 15 Kabel1
- 16 Tele 5
- 17 Nickelodeon
- 18 DMAX
- 19 ONE
- 20 Kabel1 Doku
- 21 Nitro

#### Regional

- 22 BR Nord
- 23 BR Süd
- 24 HR
- 25 MDR Sachsen
- 26 MDR Sachsen-Anhalt
- 27 MDR Thüringen
- 28 NDR Hamburg
- 29 NDR MV
- 30 NDR Niedersachsen
- 31 NDR Schleswig-Holstein
- 32 RBB Berlin
- 33 RBB Brandenburg
- 34 SR
- 35 SWR Baden-Württemberg
- 36 SWR Rheinland-Pfalz
- 37 WDR

#### Nachrichten

- 38 Euronews
- 39 N 24
- 40 N-TV
- 41 Phoenix
- 42 Tagesschau 24

#### Sport

- 43 Eurosport
  - 44 Sport1
- #### Musik
- 45 MTV
  - 46 VIVA/Comedy Central

#### English

- 47 Bloomberg TV Europe
- 48 CNBC Europe
- 49 Russia Today
- 50 CGTN
- 51 CGTN Documentary
- 52 TRT World
- 53 France 24
- 54 Sonlife Broadcasting

#### Français

- 55 France24
  - 56 CGTN F
  - 57 TV5 Monde Europe
  - 58 EuroNews French
- #### العربية
- 59 Canal Algeria

## Digital Radio

### Deutschlandweit

- 1 Deutschlandfunk
- 2 Deutschlandradio Kultur
- 3 Deutschlandfunk Nova
- 4 DRadio Wissen
- 5 Cosmo

#### Berlin/Brandenburg

- 6 Antenne Brandenburg Potsdam
- 7 Fritz
- 8 InfoRadio
- 9 Kulturradio
- 10 Radio 1 Potsdam
- 11 Radio Berlin 88,8

#### Baden-Württemb./Rheinl.-Pfalz

- 12 SWR 1 Baden-Württemberg
- 13 SWR 1 Rheinland-Pfalz
- 14 SWR 2 Baden-Württemberg
- 15 SWR 3 Baden-Kurpfalz
- 16 SWR 4 Baden-Württemberg Stuttgart
- 17 SWR 4 Rheinland-Pfalz Mainz

- 18 SWR Aktuell
- 19 Das Ding

#### Bayern

- 20 Bayern 1 München
- 21 Bayern 2 München
- 22 Bayern 3

- 23 Bayern Plus
  - 24 BR Klassik
  - 25 B5 Aktuell
  - 26 B5 Plus
  - 27 PULS
  - 28 BR Heimat
- #### Hessen
- 29 HR 1
  - 30 HR 2 Kultur
  - 31 HR 3
  - 32 HR 4 Rhein-Main
  - 33 HR Info
  - 34 YOU FM

#### Norddeutschland

- 35 NDR 1 Niedersachsen
- 36 NDR 1 MV
- 37 NDR 1 Welle Nord Kiel
- 38 NDR 2 Niedersachsen
- 39 NDR 90.3
- 40 NDR Info
- 41 NDR Info Spezial
- 42 NDR Kultur
- 43 NDR Plus
- 44 NDR Blue
- 45 N-Joy

- 46 Bremen Eins
  - 47 Bremen Zwei
  - 48 Bremen Vier
- #### Nordrhein-Westfalen
- 49 1Live
  - 50 1Live diGGi
  - 51 WDR 2 Rheinland
  - 52 WDR 3
  - 53 WDR 4
  - 54 WDR 5
  - 55 WDR Event
  - 56 Kiraka (Radio für Kinder)

#### Saarland

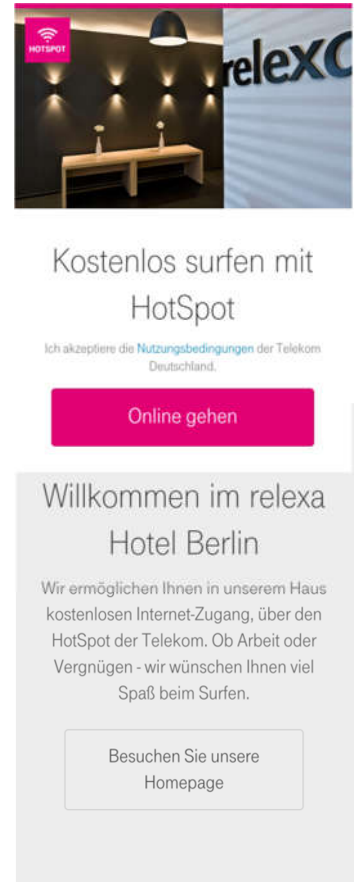
- 57 SR 1 Europawelle
- 58 SR 2 KulturRadio
- 59 SR 3 Saarlandwelle

#### Sachsen/Sachsen-Anhalt/Thüringen

- 60 MDR 1 Radio Sachsen
- 61 MDR 1 Radio Sachsen-An.
- 62 MDR 1 Radio Thüringen
- 63 MDR Aktuell
- 64 MDR Kultur
- 65 MDR Klassik
- 66 MDR Sputnik
- 67 Jump

## Free WiFi at relexa hotel Berlin

1. Turn on your WiFi
2. Connect to network „Telekom“
3. Click the „Go online“ button.
4. You are now logged in for 24h free WiFi.  
After these 24h repeat the procedure for another 24h.  
You may do this as often as you wish.



Mobile Ansicht/Mobile



Desktop Ansicht/Desktop