

# relexa hotels

Die feine Art

## A

**Airline schedules** Please contact our reception desk by dialing 921.

**Airport** Please contact our reception desk for more details on telephone 921.

## B

**Baby cots** We provide baby cots free of charge. Please contact the front desk on telephone 921.

**Babysitter** Unfortunately we cannot provide a professional babysitter, but our reception desk will gladly find one if you are in need. However, please note that the hotel cannot be held responsible for any babysitters action.

**Bar** End the day in our cosy "Solitude-Bar", surrounded by relics reminding the famous racing track Solitude in front of the hotel. Visit us from Monday to Saturday from 06:00 p.m. on. Delicious cocktails, various wines, draft beer, telephone 943.

**Bathrobe** Please inform us if you need a bathrobe. You are welcome to request this from us.

**Bed Sheets** On request, we change your sheets daily. In addition, we offer bedding suitable for allergy sufferers.

**Bible** All our rooms are provided with a bible.

**Bicycles and e-bikes** We provide 2 bicycles free of charge. For reservation please call the reception desk on telephone 921. Two e-bikes are at your disposal for 10,00€ per day per bike. Please reserve them in advance at the reception desk by phone 921

**Blanket** Upon request, you will receive an additional blanket.

**Breakfast buffet** Breakfast will be served in our Kaminrestaurant from Monday to Saturday from 06:30 a.m. to 10:30 a.m. and on Sunday from 07:00 a.m. to 11:00 a.m.

**Business corner** We provide a business corner with printer and scanner for free use in the lobby. Please take notice of the terms and conditions which are displayed there.

## C

**Car hire** We cooperate 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 921.

**Check-in** Our check-in time is 03:00 p.m.

**Check-out** Our check-out time is 12:00 a.m. If you would like to stay longer, please contact our reception desk as we might have to charge for this, telephone 921.

**Church services** The reception desk provides information about church services nearby, telephone 921.

**Copies** We will gladly copy your documents at the reception desk. The charge is € 0.30 for a black and white copy, € 0.50 for a coloured copy. If you need larger amounts of copies please ask for our scale prices.

**Congresses/conferences** Our convention sales bureau is present weekdays and will be happy to make appropriate suggestions. Please call telephone 955 or 947 for a hotel tour or an appointment.

**Credit cards** We accept your Visa-, Master-, American Express-, Diners Club Card, JCB Card or your Maestro Card. You may also use your german EC-card for payments as well as traveller's cheques.

**Currency exchange** We exchange the most common currencies at our reception desk in the Lobby. Please notice that we have to charge an exchange fee.

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## D

- Doctor** Please contact our reception desk by dialing telephone 921.
- Dry cleaning service** Please contact our reception desk on telephone 921. If you leave your laundry by 09:00 a.m., it will be returned within 9 hours. Please refer to our price list provided in your room.

## E

- Electrical sockets** We provide 220 V sockets in your room. For international adapters please contact the reception desk, telephone 921.
- Electric lighting** If the electric lighting in your room is not to your full satisfaction, please contact the reception desk, telephone 921.
- Emergency exits** Please always inform our reception desk by dialing 921.  
POLICE: 0 - 110  
FIRE BRIGADE: 0 - 112  
Please notice the emergency exit plan in your room.
- E-mail** We are pleased to forward e-mails to you. Our e-mail adress is [Stuttgart@relexa-hotel.de](mailto:Stuttgart@relexa-hotel.de). -> Business corner

## F

- Fire alarm** Please dial 921 and give us precise information and direction. This may save lifes!
- Fire extinguishers** They can be found on all floors. Please notice the emergency exit plan in your room.
- Fitness center** Located in the basement of the new wing. The entrance is easy to open with your room key. We provide a gym, two saunas and steam bath for your convenience and relaxation. Changing rooms and towels are also provided free of charge. You may use the gym during the entire day. The saunas are heated by request. Please note the heating-up time of 1 hour.

- Flowers** Please contact the front desk or dial telephone 921.

## G

- Garage** We provide 34 parking lots for value in our garage. You receive the garage key at the reception desk. Per night and vehicle we will charge a fee of € 9.00. Please notice that we cannot be held responsible for any brought in properties.
- Gifts** You will find some showcases with exclusive items in the Lobby. The purchase will be handled by the reception.

## H

- Hair dryer** Every room provides a hair dryer. In the economy rooms you will find it in the closet.
- Hotel safe** You can use our hotel safe at the reception desk free of charge. Please note that the hotel cannot be held liable for loss of money or other valuables in your room or the public area.
- Housekeeper** Our housekeeper will happily assist you. Please dial telephone 921, the reception desk will forward your wishes to the housekeeping.

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<b>Ice cubes</b>	<b>I</b> Please call the room service on telephone 970.
<b>Information</b>	<b>I</b> If you are in need of any further information, please do not hesitate to contact our reception desk on telephone 921.
<b>Interpreter</b>	Most of our reception staff is multilingual. If we are not able to help you we will be please to find the right interpreter for you. Please dial telephone 921.
<b>Internet</b>	Throughout the entire hotel the wireless LAN can be used free of charge. Please login via the Telekom hotspot. The connection is made without a password. For free use we also provide a -> Business corner with printer.
<b>Ironing</b>	Our cleaning service is happy to assist you. Please refer to our price list provided in your room. If you leave your laundry by 09:00 a.m., it will be returned within 9 hours. Otherwise please ask the reception for an iron and a board, we will bring it up to your room. Telephone 921.
<b>Late check-out</b>	<b>L</b> Check-out time is 12:00 noon. If you would like to stay longer, please contact our reception desk as we might have to charge for this. Telephone 921.
<b>Laundry</b>	See -> Dry cleaning service
<b>Lost property</b>	We are happy to check whether someone has found your missing item. Please contact our reception desk on telephone 921.
<b>Luggage storage/ luggage service</b>	If you need assistance with your luggage, we will be pleased to help you. Please contact our reception desk on telephone 921. We also offer a secure luggage storage for arriving and departing guests.
<b>Mail</b>	<b>M</b> All incoming mail will be deposited in your mailbox at the reception desk. If you have got mail or any other message we will inform you a.s.a.p. If you have any outgoing mail please contact the reception desk, which has -> stamps for sale. They will also mail it for you.
<b>Messages</b>	If you would like to leave a message for another guest, please leave it at the reception desk or call telephone 921. If we receive a message for you, you will be informed by the receptionists a.s.a.p.
<b>Parking</b>	<b>P</b> There are 112 parking spaces in the immediate vicinity of the hotel. These are calculated as follows: Conference guests: € 6.00 (until the end of the conference) Overnight guests: € 9.00 (per day/car) Short term parking: € 1.50 (per hour) The hotel also offers underground parking. Therefore we charge € 9.00 per day/car.
<b>Pharmacy</b>	Please contact the reception desk, telephone 921. We are pleased to help you quickly, but hope for your comprehension as we are for insurance purposes not allowed to provide any pharmaceuticals.
<b>Photographer</b>	A photographer can be organized for you by the reception desk. Please call telephone 921.
<b>Pillow</b>	On request, you can get a further pillow. Furthermore you can choose from a variety of different pillow types.
<b>Postage</b>	See -> Mail

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## R

<b>Radio</b>	You will receive several radio channels with your TV -> Remote control.
<b>Reception</b>	Please contact our reception desk on telephone 921.
<b>Remote control</b>	In each room you will find a remote control for your television.
<b>Reservations</b>	Our reservation department will gladly assist you with all your bookings. We, however, would love to welcome you again in one of the 10 relexa hotels. Please call telephone 965 or 923. We look forward to your restaurant reservation by telephone 970.
<b>Restaurant</b>	The "Kaminrestaurant" provides 80 seats and is open from monday until saturday from 06:00 p.m. to 10:00 p.m. Swabian and international specialities are served here. From spring to autumn we would be pleased to welcome you on one of our terraces as well. The kitchen closes at 9:00 p.m. We are looking forward to your reservation by telephone 970.
<b>Room service</b>	Beside the breakfast we are pleased to serve meals from the room service menu (in this folder) as well as beverages from the bar to your room. Our room service is available from monday to saturday from 06:30 a.m. to 10:30 a.m. and from 06:00 p.m. to 09:00 p.m. as well on sundays from 07:00 a.m. to 11:00 a.m. . We charge 3,00 € floor surcharge per order, please dial telephone 970. The stewarding will be done by the restaurant service. Therefore we kindly ask for your comprehension for possible waiting times.
<b>S</b>	
<b>Safe</b>	You can use our hotel safe at the reception desk free of charge. Please note that the hotel cannot be held liable for loss of money or other valuables in your room or the public area.
<b>Sanitary products</b>	If required, you receive personal sanitary products at our reception (e.g. tooth brush, tooth paste or disposable razors).
<b>Sauna</b>	See -> Fitness center
<b>Security</b>	Please make sure that your door is closed and don't leave your key outside in your door. Please refer to the emergency exit plan in your room and follow the instructions of the hotel staff in case of emergency.
<b>Sewing service</b>	Sewing service on request. Please call our reception, telephone 921.
<b>Shaver</b>	We provide shaver sets at the reception desk, telephone 921.
<b>Shoeshine</b>	You will find a shoe polish sponge in your room and also a shoe shine machine at the hotel entrance.
<b>Sightseeing</b>	Our reception desk will gladly assist you to plan your day by discovering Stuttgart or the surroundings. Telephone 921.
<b>Slippers</b>	On request, you will receive our relexa wellness-slippers.
<b>Sports and recreation</b>	Jogging paths are beginning directly beside the hotel. The reception desk will gladly inform you about possible routes, telephone 921.
<b>Stamps</b>	You may purchase stamps at the reception desk.

## T

**Taxi** Please contact our reception desk on telephone 921.

**Telefax** The reception desk will gladly send your telefaxes.  
Our telefax number for receiving faxes is + 49 (0) 711 | 68 67 - 999.

**Telephone calls** Please dial "0" for an outside line. The direct dial number to your room is + 49 (0) 711 | 68 67 - room number. The price for one unit is € 0.35.

**Towel change** Daily change of towels on request.

**TV** Your room is equipped with a flatscreen TV, which provides several international radio and TV channels as well as a free Sky Cinema channel. Please find the channel overview in this folder.

## V

**Vase** Please contact our reception desk on telephone 921.

## W

**Wake-up call** We like to wake you up day and night but only if you wish! Please dial telephone 921 for our reception desk. We promise you to pay attention to wake up calls, but we have to inform you that we cannot be held liable for any delays.

**Wireless LAN** Throughout the entire hotel the wireless LAN can be used free of charge. Please login via the Telekom hotspot. The connection is made without a password. For free use we also provide a -> Business corner with printer.