

WELCOME TO THE

WELCOME PARKHOTEL EUSKIRCHEN

Dear Guests,

Home is a place where you can feel well taken care of and pampered. Especially when travelling, a family atmosphere is very important to ensure you can relax. A feeling which is created by people whose passion it is to extend hospitality. We want you to feel in our hotel just like at home.

On the following pages we have compiled some information about the Welcome Parkhotel Euskirchen and the surrounding areas. For further information or requests, please kindly contact our Welcome Team at any time. We are happy to assist.

We wish you a most enjoyable stay with us.

Sincerely,

Stefan Bernstein
General Manager

AIR CONDITION

The control panel of the air condition in your room can be found near the room entrance. The air condition is set at a base temperature.

You may change the temperature by a maximum of 2 C° by using the arrow keys for increasing or decreasing temperature.



You can control the intensity of ventilation as follows:

- push the ventilator button
- use the arrow buttons to select the level you prefer
- confirm with the ventilator button

ALLERGIES

Please kindly contact our reception if you are in need of a special, non-allergic room.

ARRIVAL/ DEPARTURE

Please note that your room is available from 3:00 PM on your arrival day. On your departure day, we ask you to vacate the room by 11:00 AM.

If you wish to extend your check out time, this will incur extra charges of €35.00. After 6:00 pm we will charge 100% of the room rate.

BABY COT

Should you require a baby cot, we can provide one for you free of charge, subject to availability. Please contact our reception team.

BAR

Enjoy our bar with its unique atmosphere: red leather seats, dark wood tables and an impressive counter invite you to stay for refreshing drinks and incomparable cocktails.

BATHROBE

Bathrobes can be delivered to your room free of charge. Please contact reception for further details. There will be an €20.00 deposit which will be charged to your room account. Upon departure, when returning the bathrobe, the deposit will be cancelled.

BEHAVIOR IN CASE OF FIRE

When you hear the fire alarm, please stay calm. Close all windows and turn off all electrical appliances and lights. Leave the building immediately by following the designated evacuation routes. You can find a detailed emergency plan next to your door. Your exact location is indicated with a yellow dot on the plan. The evacuation routes are marked in green. The arrows in the green box will show you the fastest way out of the hotel.

Our team will be waiting at the emergency exit. When you leave the hotel, please go to the LBS building on Bahnhofstraße (leave the building towards the courtyard, through the courtyard entrance and turn right). There, we will take care of you.

If you detect fire or smoke in your room, please stay calm. If your evacuation route is blocked, keep the door closed without locking it. Use wet towels from the bathroom and place them in the lower edge of the door to prevent smoke entry.

Call the fire department via 112 and try to call the reception 5222. Proceed to the window and remove all flammable objects near the window (curtains). Try to attract attention so that the fire department can see you and evacuate you through the window. Please be patient and stay calm.

BED LINEN CHANGE

Every waterdrop counts. To protect the environment and our resources your linen will be changed every second day. If you wish for your linen to be replaced more often, please contact our reception team.

BREAKFAST

Our rich breakfast buffet is served in the Restaurant from 6:30 AM to 10:00 AM on weekdays and on weekends and public holidays from 7:00 AM to 11:00 AM.

CAR

If you wish to rent a car, please contact our reception for further details and assistance. Your car may be parked in our public garage. Upon departure we charge €15,00 per day.

CHURCH SERVICE

If you wish to attend a church service, our reception team is glad to assist you with this, as well.

CONFERENCE FACILITIES

Our hotel offers a choice of conference facilities. Please contact our reception staff who will be glad to direct you to our convention sales team.

CONTACT DETAILS

Welcome Parkhotel Euskirchen
Alleestraße 1
53879 Euskirchen
Germany
Tel. +49 2251- 77 50
Info.eus@welcome-hotels.com
www.welcome-hotels.com/welcomehotel-euskirchen
www.welcome-hotels.com

CURRENCY EXCHANGE

This service is offered by banks in Euskirchen. Please kindly contact our reception.

ELECTRICITY

Our electricity system provides 230 V at 50 hz. If necessary, you can receive an adapter at the reception free of charge.

EMERGENCIES

In case of emergency please contact the reception by dialing number "5222". Our reception is equipped with a list of physicians and can assist you with the nearest clinics and hospitals. Emergency numbers:

- Police: 110
- Fire/Ambulance: 112

EMERGENCY EXITS

For your own safety please familiarize yourself with the emergency exit signs throughout the hotel.

EVACUATION PLAN

Your safety is important to us! Please pay attention to the safety instructions located in your room next to the entrance.

FIRE-EXTINGUISHER

Fire-extinguishers are located on each floor in the marked spots.

FITNESS/ WELLNESS

The Fitness and Spa may be found on the lower ground floor. The room key card may be used for access.

- SPA suite for two including a private steam bath and Jacuzzi for €65.00/hour
- Sauna, bio sauna, steam bath, Kneipp bath for €4.00
- Fitness room

In case of need for beauty treatments or massages we will be happy to put you in contact with external specialists. Please kindly contact the reception.

HAIRDRESSER

At the reception you will get information about barbershops close to the hotel.

HOUSEKEEPING SERVICE

Your room is cleaned by our housekeeping team every day between 8:30 AM and 1:00 PM. If you do not want any service, please attach the "Do not disturb sign" to your doorknob outside. Even after our service time, we are happy to provide you with fresh towels, just contact reception.

INTERNET

Our hotel offers free WIFI service in your hotel room and public areas. In order to use it, connect to the "Welcome Hotels" network, the password will be provided by our reception team. Our Team at the reception stays at your disposal in case you require further assistance.

IRON & IRONING BOARD

In most of our rooms an iron and an ironing board can be found in the wardrobe free of charge. In case you are in a guestroom without this service, please kindly contact the reception which will be happy to provide you with one subject to availability.

ITEMS TO BE BORROWED

Should you require additional items, such as extra pillows, blankets, adapters, umbrella, etc., please contact our reception team. This service is free of charge.

LOST & FOUND

Any lost or forgotten items will be collected and stored. Please contact our reception in case of a missing and/or found item. These items are kept for you for up to 6 months.

LUGGAGE SERVICE

We are happy to assist you with your luggage. Upon arrival or departure our reception team is happy to store your luggage free of charge

METHODS OF PAYMENT

The following means of payment are accepted at reception: Euro, credit cards (VISA, MasterCard und AMEX) or Maestro (EC).

MEDICAL ASSISTANCE

Our reception team is glad to provide you with the required information and will contact the closest physician on duty if necessary.

MINIBAR

A wide selection of drinks is available for purchase at reception.

PARKING

Covered parking is available in the public hotel garage. We charge you a special rate of € 15.00 per day. Tickets will be stamped and paid at reception.

PETS

Dogs are allowed and welcome in the Welcome Parkhotel Euskirchen. A service fee of € 15.00 per day will be charged to your room bill (food not included).

PHARMACY

These are the pharmacies located closest to the hotel:

Apotheke Am Bahnhof
Veybachstraße 18
53879 Euskirchen

Post-Apotheke
Oststraße 1-5
53879 Euskirchen

At the reception (phone number: "5222") we inform you about other pharmacies in the surroundings and the pharmacy emergency service.

PHOTOCOPIES

Photocopies can be made at reception and will be charged € 0.30 per page.
Colour copies are charged € 0.50 per page.

POST

The post inbox and outbox is located at the reception. You are welcome to submit your post for sending. Of course, you can also purchase stamps. If we receive some mail for you, we deliver it to your room.

RECEPTION

Our reception is available for 24 hours a day (phone number "5222") — we are always glad to assist.

RESTAURANT

Our culinary concept is based on a combination of tradition and innovation.
Be enchanted by the nice and relaxing atmosphere of our restaurant and our young, creative cuisine.

SAFE

Every room is equipped with an in-room safe. In addition, you may use the hotel safe located at the reception which is accessible 24 hours a day. This service is free of charge.

The hotel does not accept liability for any valuables or cash left in the hotel room or hotel safe.

SIGHTSEEING

Below, we have listed some attractions for you:

- The Northern Eifel: exciting diversity through stunning beech forests and romantic valleys. Individual cycling and walking tours through the Eifel.
- “Nationalpark Eifel”— fascinating wildlife: Covering an area of 110 sq. km (15,000 football fields) with the slogan "Let nature be nature". For active and comfortable vacations.
- Phantasialand: theme park in Brühl, perfect for family outings. 22 km away from the hotel.
- A-B-C cities (Aachen, Bonn, Cologne): Euskirchen is used as the starting point. You can reach mentioned cities by the train (train station is across the street from the hotel) within 40 minutes.

Sights of the A-B-C Cities:

Aachen: cathedral of Aachen, historic city centre, RWTH University

Bonn: former capital of West Germany, the Rhine, museums

Cologne: cathedral of Cologne, fascinating shopping possibilities

- The northernmost wine region of Europe: The Ahr wine region with fantastic wineries. (40 km away)
- Castles in the area:
Castle of Flamersheim, Castle of Großbüllesheim, Castle of Kessenich, Castle of Kleinbüllesheim, Castle of Ringsheim, Castle of Schweinheim, Castle of Veynau, “Hardtburg”, “Kleeburg”, Castle of Palmersheim.
This is the most visited castle region of Germany. In some of the castles there are renowned annual festivals.
- Castle of Satzvey: One of the most beautiful castles in Rhineland, about 11 km away from the hotel.

- Euskirchen: Historic city centre with many shopping possibilities.
- “Alte Tuchfabrik“ (old cloth factory) — a unique event location.
- Therme Euskirchen: Welfare with sauna & massage. 2 km away from the hotel.
- Regular sporting events e.g. Formula 1 at the Nürburgring, 60 km from the hotel.
- The radio telescope of Effelsberg with a diameter of 100 meters is one of the largest rotating radio telescopes in the world. 26 km away.
- „Michael Schumacher“-go-kart track in Kerpen. 37 km away from the hotel.
- The Vaalserberg is known for the “Three-Country Point“, where the borders of the three countries Germany, Belgium and the Netherlands meet each other. (74 km away)

SMOKING

The hotel is a non-smoking hotel. Smoking is prohibited in every part of the hotel. In case of smoking in the hotel room a service fee of € 200.00 will be charged to your account. If you negligently activate the fire alarm, we will charge you an additional €1,000.00.

TAXI

If a taxi is required, we are happy to order one for you. Do you prefer a more comfortable driving service? Just contact us, we are happy to help you. Transfers to the airport should be ordered one day in advance

TELEPHONE

Please dial:

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|--------------------|-----------------|
| • Call in a room | 7 + room number |
| • Reception | 5221 or 5222 |
| • Restaurant & Bar | 5555 |

TV PROGRAM

- | | |
|----------------|---------------------------|
| 01. ARD | 11. KIKA |
| 02. ZDF | 12. RTL2 |
| 03. RTL TV | 13. Sky Sport News |
| 04. VOX | 14. Eurosport Deutschland |
| 05. Pro 7 | 15. Sport 1 |
| 06. Super RTL | 16. CNN Intern |
| 07. SAT 1 | 17. BBC World |
| 08. SAT 1 Gold | 18. France 24 |
| 09. Kabel eins | 19. Rai News 24 |
| 10. Pro 7 MAXX | 20. Al Arabiya |

The program sequence can vary.

TOILETRIES

Toiletries such as shaving kits or dental care sets are available for you at reception free of charge.

WAKE-UP CALL

We wake you up by phone at a time of your choosing - please contact our reception team.