

***Dear guest,***

Welcome to the ATLANTIC Hotel Kiel.

We hope you had a pleasant journey and are going to experience lovely days in Kiel.

The team of the ATLANTIC Hotel Kiel will make every effort to ensure your stay will be enjoyable.

The information provided gives you an overview of what the ATLANTIC Hotel Kiel and the city itself has to offer. Should you require any other information, please do not hesitate to contact the reception.

We hope to welcome you soon again and wish you a pleasant stay at the ATLANTIC Hotel Kiel.

***Frank Blasberg***

General Manager

## **Fire**

### **In the event of a fire**

- On discovering a fire, please use the nearest telephone and call Reception 541 informing the operator of the exact location of the fire  
*or*  
press the nearest break glass point  
*or*  
call the emergency number 112.
- Close doors and windows.
- Proceed to the nearest exit.
- Do not use the elevator in case of fire.

### **On hearing the fire alarm**

Immediately make your way to the nearest fire exit or the front entrance of the hotel.

DO NOT USE THE ELEVATORS.

DO NOT JEOPARDIZE YOUR SAFETY BY STAYING TO COLLECT YOUR BELONGINGS.

Please assemble in the collecting place (main station forecourt), that all residents in the hotel can be accounted for.

Note: Please familiarize yourself with the nearest fire exits before going to bed; the instructions can be found in your bedroom at the main door.

Regular fire drills take place for your safety.

## **HOTEL INFORMATION**

### **Address**

ATLANTIC Hotel Kiel  
Raiffeisenstraße 2  
24103 Kiel  
Tel: +49 (0)431 - 37499-0  
Fax: +49 (0)431 - 37499-500  
kiel@atlantic-hotels.de  
[www.atlantic-hotels.de](http://www.atlantic-hotels.de)

### **Air Conditioning**

The hotel is fully air-conditioned with fresh air. The air conditioning in your room can be regulated independently with the control panel on the wall.

### **Airport Transfer**

If you require a transfer to the airport, please contact the Reception as soon as possible, telephone 541.

### **ATLANTIC Card**

The ATLANTIC Card is the new rewards program for ATLANTIC Hotels cooperation partners. On your 20<sup>th</sup> overnight stay in one of our hotels we present you with your personal ATLANTIC Classic Card. With this card you can collect points for each overnight stay and for other purchases you make in one of our hotels.

For any further information, please contact the Reception.

### **Bank**

„Bordesholmer Sparkasse“  
Sophienblatt 44-46  
24114 Kiel

#### **Opening times:**

Monday	9 am to 1 pm / 2 pm to 6 pm
Tuesday	9 am to 1 pm / 2 pm to 6 pm
Wednesday	9 am to 1 pm
Thursday	9 am to 6 pm
Friday	9 am to 1 pm / 2 pm to 6 pm

### **„Kieler Volksbank“**

Europaplatz 5  
24103 Kiel

#### **Opening times:**

Monday, Tuesday, Thursday	9 am to 6 pm
Wednesday, Friday	9 am to 2 pm

### **Bathrobes**

We are happy to provide you with bathrobes for your stay. For the usage no cost will apply, only a deposit of EUR 45, - / unit are listed in your account. If you would like to acquire bathrobes, please let us know at the time of check-out. If not, please return the bathrobes in a laundry bag at the front desk and we will relieve your account.

### **Banquet Facilities**

There are seven conference rooms available for anything from a small intimate dinner party to a meeting for 400 delegates. Our rooms for 10 to 400 people are located on the 1<sup>st</sup> floor. For smaller events, e.g. 2-8 people you can book our suites, which are situated on the floors 2-7.

For further information, please contact our conference department, telephone 562.

### **Bar “Deck 8“**

Our “perfect view Bar” is situated on the 8<sup>th</sup> floor.

Our bar is currently closed due to the current state ordinance to combat the corona virus.

### **Blankets**

Please contact Housekeeping, telephone 544.

### **Blue Planet**

Our water is a precious resource. We ask politely for an economical use of these.

## **Breakfast**

Our comprehensive breakfast buffet is served

Mon - Sa 06:30 am – 11:00 am

Sun 07:00 am – 11:00 am

in our Restaurant "Pier 16". Please remember your time slot, which you agreed on at reception. In exceptional cases you may order breakfast in your room as well during same times as above.

## **Bike Hire**

„Radstation Kiel“

Sophienblatt 29

24114 Kiel Tel: 0431 - 2377790

### Opening hours:

Mo. to Fr.: 6:00 am to 7:00 pm

Sa: 8:00 am to 2:00 pm

There are also electric bikes available.

## **Bicycle parking**

For accommodation of your bike a secure and sheltered bicycle parking is available at the hotel. Please feel free to contact us.

## **Business Centre**

In the Lobby area, we offer a computer working area with Internet access, office software and printer.

## **Busses in Kiel**

We are pleased to assist you with the best connection and any further information at the reception.

## **Car Hire**

“SIXT”

Sophienblatt 25-27

24103 Kiel

Tel: 01805 - 25 25 25

### Opening times:

Mon - Friday 09:00 am - 03:00 pm.

## **Car Parking**

There are parking places close by the hotel, please ask the reception for further information.

## **Check-Out**

Check out time is 11:00am. For an additional charge an extension might be possible.

Please contact Reception, telephone 541.

## **Chemist**

“Apotheke am Z.O.B.”

Auguste-Viktoria-Straße 14

24103 Kiel

Tel: 0431 - 62177

## **Children**

Children up to 6 years of age stay free in their parent's bed. Cribs are available free of charge.

## **Church Services**

### Synagogues

“Synagogue am Schwedenpark”

Conservative / egalitarian

Jahnstraße 3

24116 Kiel

“Synagogue in Gaarden”

Orthodox (Russian speaking)

Wikinger Straße 6

24143 Kiel

### Catholic Church

“Katholische Propsteigemeinde St. Nikolaus“

Rathausstraße 5

24103 Kiel

Tel: 0431-910 16

### Evangelic Church

“Lutherische Friedensgemeinde St. Jürgen”

Michelsenstraße 17

24114 Kiel

Tel: 0431 – 626 88

## Moshe

„Merkez Camii“ / Gaarden-Süd  
Alte Lübecker Chaussee 19  
24113 Kiel  
Tel: 0431 – 674 335

## **Cigarette Machine**

The cigarette machines are located in the basement and on the 8th floor in the “Deck 8” Bar.  
You need a special card or your Eurocard to purchase cigarettes. Please contact the Reception for any assistance, telephone 541.

## **Cigars**

Cigars can be purchased on the 8th floor in the Bar “Deck 8”.

## **Cinemas**

„Cinemaxx“	„Metro Kino“
Kaistraße 54-56	Holtenuer Straße 162-170
24114 Kiel	24105 Kiel

## **Country Codes**

Austria	0043
Canada	001
Danmark	0045
Finnland	00358
France	0033
Great Britain	0044
Italy	0039
Netherlands	0031
Norway	0047
Russia	007
Sweden	0046
Switzerland	0041
USA	001

## **Credit Cards**

We accept the following credit cards:

- Mastercard / Eurocard
- Visa Card
- American Express

## **Dental Kit**

Dental kits are available via the Housekeeping Department, telephone 544.

## **“Do not disturb”**

It is very easy if you do not want to be disturbed, please hang the sign on the outside door handle.

## **Doctor**

The nearest doctor is  
Dr. med. Hans-Peter Wutta  
Holstenstraße 77  
24103 Kiel  
Tel: 0431 – 94252

## **Drinking water**

The tap water is drinkable.

## **Emergency**

In case of an emergency please press the button “**Notruf**” on the phone.

## **Emergency Exits**

You will find a floor plan indicating the nearest fire exit on your room door. Illuminated signs indicate all emergency exits in the corridors.

**Fax**

Our fax number is as follows +49 - 431 - 37 499 500.

If you would like to have a fax been sent, please inform the Reception. Incoming facsimiles will be placed in your room unless otherwise arranged.

Incoming faxes are charged starting from the 3<sup>rd</sup> page à € 0.25/page.

Cost for sending a fax in Europe: € 0.30/page

Cost for sending a fax overseas: € 0.50/page

Please pass any faxes you wish to have sent to the Reception. We will be pleased to handle them for you.

**Open Fire**

No open fires, e.g. candles are allowed in the rooms.

**First Aid**

Qualified First Aiders are 24h at hand to offer any assistance needed. Please press the emergency button on your phone for help.

**Flowers**

We will be happy to order flowers for every occasion. Please contact Reception with your requirements, telephone 541.

**Foreign Exchange**

You will find a currency exchange in the main station.

**Gratuities**

These are not expected by our staff and are only at your discretion if you wish to award exemplary service.

**Hairdresser**

„Top Hair“

Sophienblatt 20

24114 Kiel

Tel: +49 431 – 62178 by appointment

**Handicapped Accessible Rooms**

We have two disabled friendly rooms on the 2<sup>nd</sup> and 3<sup>rd</sup> floor. If required, please contact Reception, telephone 541.

**Ice Cubes**

Please contact Room Service, telephone 595.

**Internet connection**

We are offering DSL-Connection in your room. The access of 16mbit/s is free of charge.

Please connect the cable at the desk with your laptop and start the Internet Explorer or choose the wireless network ATLANTIC Hotels.

Please note that you can only build up a VPN connection to your corporate network, if you are connected to the Internet.

**Ironing-service**

We provide iron service at a fee. Please contact Housekeeping for assistance, telephone 544.

**Laundry Service**

The hotel offers laundry service and dry cleaning.

Please fill in the laundry list and pass everything on to Housekeeping by 08:00 am, telephone 544.

Your laundry will be returned the same day 8 pm.

Not available on weekends and public holidays.

**Laundry change**

Please note that we do for the sake of our environment,

replace towels and bath towels only on your request. Would you like to have your towels be changed, please submit it on the floor. A change of bed sheets will be held on the third night.

**Leisure**

The fitness & Spa area is situated on the 7th floor. Here you will find a

- Finnish sauna
- Steam bath
- Relax area
- Fitness area

Our bar is currently closed due to the current state ordinance to combat the corona virus.

**Limousine Service**

Limousine service may be booked at Reception.

**Lost property**

In case of lost or mislaid items please contact Housekeeping, telephone 544.

**Luggage**

For luggage service and storage, please contact Reception, telephone 541.

We are happy to pick you up upon arrival from the train station in Kiel and bring you to your departure to your train and assist you with your luggage. We charge a fee of EUR 5.00 per piece of luggage / travel.

**Lunch Packages**

Lunch Packages can be provided. Please contact the Reception at the earliest possible, telephone 541.

**Mail**

Please pass your mail to the Reception team if you wish us to send it off for you. Stamps are also available at the Reception.

**Messages**

You will be notified of incoming messages by the voicemail function on your telephone. Just press the button "Nachricht / Messages".

**Minibar**

Please inform the Reception upon check out of your consumption. If you have any additional requests, please call Room Service, telephone 595.

**Newspapers/Magazines**

National and international newspapers are available at the online tool.

**Pets**

Dogs are allowed in guestrooms, in the Lobby, in the Restaurant and Bar.

We charge € 19.-/night. You will get a dog treatment dog blanket, food bowl and a treat. Please contact Housekeeping, telephone 544.

**Petrol station**

The nearest petrol station is only 1km from the hotel.

**Pharmacy**

See Chemist.

**Photocopying**

We charge € 0.25/page for black & white copies and € 0.50/page for colored copies. Please contact Reception for assistance, telephone 541.

**Pillows**

For additional or different sized pillows please contact Housekeeping, telephone 544.

**Radio**

The radio is integrated in your TV-set. Please see the list of channels under "Entertainment".

**Reservation**

Our reception staff will be happy to assist you if you wish to make a future reservation either at the ATLANTIC Hotel Kiel or at any other of the Hotels in the ATLANTIC group.

**Restaurant "Pier 16"** (limited service in pandemic times)

You can find the restaurant on the ground floor.

Our bar is currently closed due to the current state ordinance to combat the corona virus.

**Room Service** (limited service in pandemic times between 5 and 8 pm, please ask Reception, telephone -9)

Please find our food and drink offer separately, telephone 595.

**Room to Room Telephone calls**

If you would like to ring another guestroom please dial the room number.

**Safe Deposit Boxes**

They can be found in your wardrobe.

**Service Charge**

See Gratuities.

**Shaving Kit**

Shaving kits are available from Housekeeping, telephone 544.

**Shoe polishing**

There is a shoe cleaning machine available near the Restaurant Pier16 on the ground floor.

**Smoking**

All of our rooms are *Non Smoking* rooms. There will be a charge of 100€ per night if you do decide to smoke in your room.

**Stamps**

Stamps are available at the Reception.

**Taxi**

Taxis can be ordered at any time.  
Please contact Reception, telephone 541.

**Telephone**

Please dial "0" for an outside line.  
Phone calls will be charged € 0.30 / unit  
For country codes please see "Country Codes".

**Toiletries**

A selection can be obtained by contacting Reception, telephone 541.

**Turndown Service** (limited service in pandemic times, please ask Reception, telephone -9)

This is provided in the evening from 06.00 pm.  
If you do not require this service, please hang the "DO NOT DISTURB" sign outside your door.

**Umbrella**

You can borrow umbrellas at the Reception.

**Valuables**

The Atlantic Hotel Kiel will not be held responsible for items of value which are left in the bedrooms. We highly recommend that you deposit your valuables in the room safe provided.

**Voltage**

Voltage in the Hotel is 230 Volt. Adaptors are available through Reception, telephone 541.

Shavers on 230 Volt can be used in the appropriate socket in the bathroom.

**Wake-up-calls**

Please contact Reception for a personal wake-up call, telephone 541.

**Waste**

We operate sustainably and avoid waste wherever we can. We ask you to support us and our environment that effect. Please do not throw glass into the trash.

**Website**

For further information on the hotel, why not visit our web page:  
[www.atlantic-hotels.de](http://www.atlantic-hotels.de)