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INTRODUCTION

Dear Guest,

Welcome to Hotel Karlshorst. We are delighted that you have chosen our establishment! Our top priority is to make your stay as pleasant as possible. Here you will find some useful information for your stay.

Should you have any questions or concerns, please feel free to contact us at any time. We wish you a wonderful stay.

Best regards,

Your team at Hotel Karlshorst

reception@hotel-karlshorst.com

IMPORTANT PHONE NUMBERS

Police:	110
Ambulance:	112
Fire Department:	112
Reception:	+49 (0)30 55616993
In case of emergency:	+49 (0)177 7452210

CHECK-OUT

We kindly ask you to vacate your room by 11:00 am. We are happy to store your luggage at reception for you.

Late check-out must be requested at the reception and costs €10 per hour.

BREAKFAST

Enjoy our breakfast menu in the restaurant daily from 7:00 am to 10:00 am.

EXTRA BEDS

We are happy to provide extra beds for a fee of €15.00.

PARKING

On-site parking is available for €10 per day.

TRAIN CONNECTIONS

Our reception team is happy to assist you with train information and schedules. The Karlshorst S-Bahn station is a 5-minute walk from our hotel.

RECEPTION

The reception is open daily from 7:00 am to 10:00 pm. The night entrance at house number 89 is available to you at all times.

HOTEL RESERVATIONS

You are welcome to make a reservation for your next stay directly with us. Please contact our reception team for assistance.

DEPOSIT

Each guest must leave a deposit of €100. Smoking is prohibited in the rooms and throughout the hotel, except on the terrace on the third floor and on the balconies. If house rules are not followed, compensation will be claimed for any damage caused.

BAR

Our hotel bar is open daily from 7:00 am to 10:00 pm. No alcoholic beverages are available.

PAYMENT

Please settle your hotel bill at reception. In addition to cash, we accept Giro Card, MasterCard, Visa Card, and Maestro Card.

ADAPTER/ELECTRICAL OUTLETS

All sockets are equipped with 230 V/50 Hz.

PHARMACY

You will find the “Sonnenschein” pharmacy at Treskowallee 128.

DOCTOR

Please call reception. Our staff will be happy to assist you.

CAR RENTAL

You will find an AVIS car rental office at Weißenhöher Str. 64, 12683 Berlin. Our reception team will gladly assist you with booking a rental car.

AUTO REPAIR SHOP

Please contact reception for assistance.

BANKS

The nearest Sparkasse (bank) is located at Treskowallee No. 112, and an ATM is located across the street.

DO NOT DISTURB

Please hang the designated sign on your door if you do not wish your room to be cleaned or if you do not want to be disturbed.

IRON

Please contact reception, and we will gladly provide you with an iron.

BLANKETS

Additional blankets are available upon request. Please contact reception.

FIRST AID

A first-aid kit is available at reception.

FIRE

The automatic fire alarm system will notify you through loudspeakers. Information on escape routes can be found in the foyer of your room and in the hallways.

FIRE EXTINGUISHERS

Fire extinguishers are located on each floor in the corridors and stairwell.

PHOTOCOPIES

We can provide photocopies for you at the reception desk for a fee.

LOST AND FOUND

If you find any lost items, please hand them in at the reception.

LUGGAGE SERVICE

We are happy to assist you with your luggage upon request. Please contact our reception team.

PETS

Pets are not allowed in our hotel.

HYGIENE ITEMS

Hygiene items such as toothbrushes or razors are available at the reception.

INTERNET

High-speed internet via Wi-Fi is available in all rooms. Wireless LAN is available throughout the hotel. QR codes in every room allow access to the hotel's Wi-Fi network.

CONFERENCE ROOMS

Our hotel is specially equipped for your conferences and features daylight-filled conference rooms. Detailed information is available at reception.

PILLOWS

We are happy to provide extra pillows upon request. Please contact reception.

EMERGENCY DOCTOR

For illnesses or if you need medical assistance, please call reception.

EMERGENCY EXITS

Please follow the signs on your room door and in the hallways

RADIO PROGRAMS

You can access radio programs through the TV. Please refer to our channel guide.

SHOESHINE MACHINE

A shoeshine machine is located on the ground floor.

SPORTS AND LEISURE

Our reception team will be happy to assist you with planning your leisure activities.

GAS STATION

The nearest gas station is at Am Tierpark No. 126 (Jet Gas Station).

TAXI

We are happy to order a taxi for you. TEL: 20 20 20.

TELEPHONE

If you do not have a mobile phone and would like to make a call, please contact reception. We are happy to provide the reception phone or a mobile device for a deposit

LINEN CHANGE

Please contact reception if you would like your bed linen and towels changed daily.

TV CHANNEL GUIDE

01.ARD	09.VOX	17.MTV
02.ZDF	10.3Sat	18.TVE
03.BR3	11.arte	19.KIKA
04.RTL	12.N-TV	20.Bayern 3 (Radio)
05.SAT1	13.DSF	21.Radio Gong (Radio)
06.RTL2	14.Eurosport	22.Antenne Bayern (Radio)
07.PRO7	15.CNN	
08.Kabel1	16.BBC World News	

INTERNATIONAL DIALING CODES

Name	ISO Code	Country Code
Andorra	AD / AND	+376
Argentina	AR / ARG	+54
Austria	AT / AUT	+43
Belgium	BE / BEL	+32
Brazil	BR / BRA	+55
Canada	CA / CAN	+1
Chile	CL / CHL	+56
Cuba	CU / CUB	+53
Czech Republic	CZ / CZE	+420
Denmark	DK / DNK	+45
Finland	FI / FIN	+358
France	FR / FRA	+33
Germany	DE / DEU	+49
Greece	GR / GRC	+30
Hungary	HU / HUN	+36
Iran	IR / IRN	+98
Ireland	IE / IRL	+353
Italy	IT / ITA	+39
Japan	JP / JPN	+81
Kuwait	KW / KWT	+965
Luxembourg	LU / LUX	+352
Mexico	MX / MEX	+52
Morocco	MA / MAR	+212
Netherlands	NL / NLD	+31
Norway	NO / NOR	+47

SERVICE GUIDE



Poland	PL / POL	+48
Portugal	PT / PRT	+351
Romania	RO / ROU	+40
Russia	RU / RUS	+7
South Africa	ZA / ZAF	+27
Spain	ES / ESP	+34
Sweden	SE / SWE	+46
Switzerland	CH / CHE	+41
Turkey	TR / TUR	+90
United Arab Emirates	AE / ARE	+971
United Kingdom	GB / GBR	+44
Uruguay	UY / URY	+598
USA	US / USA	+1
Venezuela	VE / VEN	+58