

**Welcome to the
Bildungszentrum Erkner e.V.**

This is a guide for you.
For further information please contact the reception desk.

We wish you a pleasant stay.

Please note that due to recent events our sport and leisure offers unfortunately must remain closed. Many thanks for your understanding.

Address	Bildungszentrum Erkner e.V., Seestrasse 39, 15537 Erkner
Arrival	Check-in is from 2 p.m.
Banks	“Commerzbank“: Friedrichstrasse 67 (7-minute walk) “Sparkasse“: Beuststrasse 23 (10-minute walk) “Volks- und Raiffeisenbank“: Neu Zittauer Strasse 41
Bar “Bildungslücke”	At our hotel bar you can ease the stress of the day. The bar opens at 5 p.m.
Bathrobe	You can borrow a bathrobe (lending fee of 4 euro) Please ask the receptionist.
Bike hire facilities	You can hire a bike at the reception from May until October.
Bowling alley	The bowling alley opens as a rule at 5 p.m. You can reserve an alley at the reception desk or in the hotel bar.
Brunch Packages	Should you arrive at our house very early in the morning you will receive the following instead of the breakfast is a brunch package, gladly also in vegetarian. Order this please ask at the reception the evening before.
Cap	telephone number: 03362 28028. Also we have a selection of regionals cap drivers at the reception.
Car rental companies	Sixt car rental, Avis car rental. For information and bookings, please ask the receptionist.
Card payment	We accept: Eurocard-Mastercard, Visa, American Express and debit cards.
Churches and worship services	Evangelical services: Evangelical Genezareth-Kirche Friedrichstrasse 24, 15537 Erkner Phone No.: 03362 3335 Catholic services: Catholic parish St. Bonifatius Hessenwinkler Strasse 2, 15537 Erkner Phone No.: 03362 3550 New Apostolic Church Flakenseeweg 100, 15537 Erkner
Cinema and theatre	The current program can be obtained at the reception desk. The nearest cinema, “Movieland” is located in Friedrichstrasse 58 (Phone No.: 03362 3665).
Cigarettes	There is a cigarette machine in the basement.

Copies	The Media Centre and reception can make copies for you for a fee.
Cosmetics	“Trend” hairdresser and cosmetics GmbH Friedrichstrasse 53, 15537 Erkner
Cosmetic products	We offer a small selection at the reception.
Cultural events/ sightseeing and attractions	You will find some information and brochures in the lobby. Please help yourself!
Departure	Check out is until 10 a.m.
Doctors	Information can be obtained at the reception desk.
Drinks	A small selection of beverages can be ordered from the reception desk. A drinks machine is in the basement and always accessible. The hotel bar opens at 5 p.m.
Electrical outlet	220V alternating current
Emergency exits	Follow the green signs and note the escape route plan in your room and on the floors.
Fire/Extinguisher	Emergency exit plans hang in all the rooms and corridors. Each floor is provided with a fire extinguisher. In case of an emergency follow the instructions of the hotel staff.
Flowers/Vases	There is a florist’s in Friedrichstrasse 61. Flowers can also be ordered at the reception desk (at an additional fee). Vases are provided by either the receptionist or the housekeeping staff.
Hairdresser	“Trend” Beauty Salon – Friedrichstrasse 53 (5-minute walk), Phone No. 03362 590833 Mon – Fri 8 a.m. to 8 p.m. Sat 8 a.m. to 1 p.m. You can ask the receptionist to make an appointment for you.
Hairdryer	Every room is provided with a hairdryer.
Housekeeper	If you require an additional pillow, cover, a cot or anything else, please contact the reception desk. The housekeeper will bring it to your room.
Internet	Wifi is free of charge. You can use the wireless network “Telekom Hotspot” (no password required). A computer with a printer is also available in the lobby. The same information is to be keyed in as when using the wireless network in the room.
Ironing facilities	An ironing room is located in the basement. The key is at the reception desk.

Leisure time options	Feel free use the swimming pool, sauna, billiards, table tennis, sport field as well as a small collection of parlour games at no additional charge. In addition, and for a fee, you can use the bowling alley or tennis court. We can also arrange for a massage and foot care.
Letterbox	Letters and postcards can be left at the reception desk for posting; we also sell stamps.
Liability	Please remember that your valuables are not insured in the room. Please ask for a safe-deposit box at the reception desk, where cash, jewelry, securities and other valuables having a value of not more than 1,500 euro can be stored. Otherwise, we cannot be liable for them.
Library/ Media centre	Seminar materials, specialist literature and a small choice of fiction books are available. We can make copies for you and will be happy to assist you with technical matters.
Lost items	If you lose or find something during your stay please contact the reception desk.
Luggage room	There is a room near the lobby.
Massage	Please reserve a massage at the reception desk. Massages are performed by an experienced physiotherapist.
Medical foot care	Please arrange an appointment for the footcare at the reception desk. An experienced chiropodist performs this footcare.
Meeting area	In case of an emergency situation, come to the meeting area by the parking area.
Message	Messages – if you receive a message, a light on the room phone will blink. Messages can be picked up at the reception desk.
Online check-in / Change of flight reservation	Please speak to the receptionist.
Packed lunch	You can order a packed lunch until 6 p.m. on the day before your departure at the reception, gladly also in vegetarian.
Parking	An area for free parking is situated next to the hotel.
Pets	Pets are quite welcome. There is a surcharge of 10 euro per night for additional cleaning. If you stay more than 3 nights, we charge a fixed rate of 30 euro.
Pharmacy	“Stadt-Apotheke” in the City Centre, Friedrichstrasse 13, just a 3-minute walk opening hours: Mon – Fri 8.30 a.m. to 8 p.m. Sat 8.30 a.m. to 6 p.m.
Postcards	At the reception you will find a selection of postcards.

Protection of non-smokers	Smoking is prohibited in the whole hotel, except the double rooms with balcony. It is permitted to smoke on the balcony. In the event of non-compliance with this prohibition, we reserve the right to invoice minimum of 80 euro per night for the additional cost of cleaning.										
Radio	You can use the TV to listen to the radio.										
Rallying point	In emergency situations, the rallying point is the parking area in Seestrasse.										
Reception	You can reach us round the clock every day.										
Restaurant Opening Hours	<table> <tr> <td><u>Breakfast</u></td> <td>Mon. – Fri. 06:30 a.m. – 10:00 a.m.</td> </tr> <tr> <td></td> <td>Saturday 07:00 a.m. – 10:30 a.m.</td> </tr> <tr> <td></td> <td>Sunday 07:30 a.m. – 11:00 a.m.</td> </tr> <tr> <td><u>Lunch</u></td> <td>12:00 a.m. – 14:00 p.m.</td> </tr> <tr> <td><u>Dinner</u></td> <td>18:00 p.m. – 20:30 p.m.</td> </tr> </table>	<u>Breakfast</u>	Mon. – Fri. 06:30 a.m. – 10:00 a.m.		Saturday 07:00 a.m. – 10:30 a.m.		Sunday 07:30 a.m. – 11:00 a.m.	<u>Lunch</u>	12:00 a.m. – 14:00 p.m.	<u>Dinner</u>	18:00 p.m. – 20:30 p.m.
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Sauna	There is a sauna in the basement that is open daily in the evening. Exact opening hours are found on the Info channel and at the reception desk. Towels for the sauna are available in the sauna area.										
Sewing kit	A small sewing kit is available at the reception desk, free of charge.										
Shoeshine machine	Feel free to use the shoeshine machine on the floor on which your room is located.										
Smoking	Smoking is prohibited in the whole hotel. In the event of non-compliance with this prohibition, we reserve the right to invoice minimum of 80 euro per night for the additional cost of cleaning. Exceptions are the double rooms with balcony. It is permitted to smoke on the balcony. If required, please contact the reception.										
Snacks	There is a snack dispenser in the basement that is always accessible. Snacks can also be obtained in the Bar "Bildungslücke" after 5 p.m.										
Solarium	Sunbeds are situated in the basement. They are available daily from 6 a.m. to 11 p.m. for a fee. The key is obtained from the reception desk.										
Station	The railway station Erkner (railway RE1, S-Bahn 3) is just a 15-minute walk.										
Swimming pool	The swimming pool is in the basement and is open daily from 6 a.m. to 11 p.m. Aquaerobics classes are held several times per week. During these classes, the swimming pool is not available for other swimmers. Please ask the receptionist for further information										
Telefax	Faxes can be picked up at the reception desk and sent at a fee. Fax No. 03362 769-909										

- Telephone** Your room is equipped with a telephone. Please dial an additional "0" for an external call. These calls will be charged.
To call directly to your room, please use the following number: 03362 769 + your room number.
Other guests can call you by dialing your room number. These calls are for free.
- Tickets** Tickets for regional public transportation (direction Berlin) can be bought at the reception desk.
- Trips** There are many options for ship tours, canoe trips, a flight in a hot-air balloon, safari trips by Jeep or enjoyable walks.
Please ask for more details at the reception desk.
- Wake-up call** If you wish a wake-up call, please contact the reception.

IMPRESSUM
Bildungszentrum Erkner e.V.
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