

Service guide

We, your Kretschmann family, and the entire team are called
you

welcome!

We would like to offer you a pleasant, relaxing and varied stay
in Hanover Laatzen.

To help you find your way around our hotel, we have put
together some information for you.

Any questions or requests? We are happy to help you with
words and deeds.

***Please contact our reception team
under number 10 on your room telephone
or by mobile phone at +49 511 98294-0.***

***Opening hours reception
Monday to Sunday***

7:00 a.m. to 2:30 p.m. / 5:00 p.m. to 8:00 p.m

*The reception times may vary if necessary. However, we can always be reached by
telephone on +49 511-982940.*

***Breakfast times:
7:00 a.m. – 10:00 a.m***

We wish you a pleasant stay!

guest information

departure

On the day of departure we ask you to vacate the room by 10 a.m. and hand in the room key at reception. If the reception is not yet manned, we ask you to put the key in our mailbox behind the house next to our terrace.

Thanks very much.

beverages

We have free water in the room for you.

In our fireplace room there is a drinks fridge with a price list.

Even if the reception is not manned, you can use it at any time and write it down on the list provided.

ADAPTER/ELECTRICAL CONNECTIONS

All sockets are equipped with 230 V/50 Hz. Electricity and telephone adapters are available from reception.

allergy sufferers

Please let reception know if you need special bedding or are dependent on certain foods.

Cots/baby equipment on request

If you need a cot, high chair, changing mat then just let us know.

Do not disturb

Please hang the sign provided for this purpose on the outside door if you do not want the room to be cleaned yet or if you do not wish to be disturbed.

Possibility of printing on request Private and secure

If you want to print, copy or scan something, please contact the reception.

Express check out

If you authorize us to charge your credit card after departure, we will be happy to provide you with an expedited check-out.

money and valuables

For insurance reasons, we ask that you do not leave any valuables, jewelery or sums of money in your room or vehicle. We cannot be held responsible for lost valuables in your room. Please leave your valuables in the safe at reception.

luggage service

We would be happy to transport your luggage to your room or back to the car. Please speak to our reception. Of course you can still lock your luggage in our luggage room after check-out.

Hygiene products

Have you forgotten your toothbrush, razor or other hygiene items? Some things are available to you free of charge in the room. If you need slippers or other cosmetics, you can get them at the reception.

International socket adapter on request

Receive at our reception.

Internet

With us you can use our WLAN everywhere free of charge. Please select #volksbankplus under the settings. Open our website under the notifications. Go ahead and just connect and you're connected without a password.

Sew

button off? - You will receive a sewing kit at the reception. We do small repairs immediately. We are happy to leave larger repairs in the hands of professionals.

shoe shine machine

Please use the shoe shine machine on the ground floor.

Ironing board and iron

Please report to reception.

Washing guest laundry

There is a laundry bag in your closet. We wash your normal laundry for you in the house. Return time is by arrangement

Dry cleaning/dry cleaning or laundry and ironing service

We take your laundry for professional cleaning to a cleaning service that we have known for years. Please drop off the laundry by 9:00 a.m. and it will be returned the next day. The hotel is not responsible for shrinkage, discoloration or lack of color fastness of the items.

linen change

Daily change of towels? Please put the towels on the floor.

Daily linen change? Please contact us.

satisfaction

How did you like your stay with us? You are welcome to leave your review on our homepage or the usual portals.

Extra blanket/pillow

If you need an extra blanket or pillow, please contact reception.