Welcome to the Best Western Wein- and Parkhotel Nierstein
- the 4** Hotel of the Wein- und Sektkellerei Jakob Gerhardt!**

Dear Guest,

it is our pleasure to have you with us and we hope that you enjoy your visit in Nierstein.

All our employees are ready to provide you their full attention and the best of standard of service during your stay.

For any questions you may have, please do not hesitate to contact our front desk staff. **Our reception staff are available daily from 7.00 am to 9.00 pm**. Please dial telephone number "**100**".

With the following information we would like to inform you about the hotel and our services.

Thank you very much for staying with us and we look forward to welcome you again.
We wish you a pleasant and comfortable stay.

Sincerely yours

Your team from the **Best Western Wein- and Parkhotel Nierstein**

Wein- und Parkhotel Nierstein
An der Kaiserlinde 1 | 55283 Nierstein | Telefon: 06133 508-0 | info@weinhotel.bestwestern.de | weinundparkhotel.de
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Information from A to Z

Adapter/ Extension Cables:	Adapters/Analogue adapters / Extension Cables are available at the reception desk.
At Its BEST?	Your feedback is important to us! Please share your comments with us on www.bwfeedback.com. This is our way to become a little better each day. Thank you very much for your help!
Baby cribs:	Baby cribs are available free of charge. Please contact the front desk. This service is free of charge.
Bank:	A bank with cash dispenser is close-by. It is about 300 m from the hotel.
Bar:	Our "Lobby Bar" is open from Monday-Saturday from 11:00 a.m. till 11:00 p.m..
Early breakfast:	Early Breakfast is available from 06:00 a.m. in our lobby. Pre-orders please until 08:00 p.m. the evening before.
Breakfast:	Breakfast is served daily from Monday to Friday from 06:30 a.m. till 10:00 a.m. and on the weekend from 07:30 a.m. till 10:30 a.m. in our restaurant "Am Heyl´schen Garten".
Cab/ Taxi:	Our receptionists will be delighted to order a cab for you.
Check In Time:	Your room will be available from 03:00 p.m.

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Check Out Time:	Please check out by 11:00 a.m. on your day of departure. If you intend to check out later, please contact the reception desk. You can leave your luggage free of charge till 08:00 p. m. on the day of departure. For luggage service and storage service please contact the reception desk.
Children:	1 child up to 12 years stays free of charge in their parents' room. We are happy to provide you with an extra bed.
Church Services:	For information, please contact the reception desk.
Cooling down:	Mobile Fan´s units are available at reception.
Conferences:	For conferences and events please contact our team. They are available Monday till Friday from 08:00 a.m. till 2:30 p.m.
Cosmetic Products:	For complementary hygienic and cosmetic products please contact the front desk. (For example: towels, bathrobes, face clothes, non-returnable shaver, shower caps, oral hygiene, etc…).
Credit cards:	The following credit cards are accepted: American Express, Master Card, Electronic Cash (Maestro Card) and Visa Card.
E-mail:	During your stay we look forward to receiving your E-Mails. Please contact the front desk. Our E-Mail address: reception@weinhotel.bestwestern.de.
Emergency contacts:	Reception desk 100 Police 0- 110 Fire brigade/ Ambulance 0- 112

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Emergency exit:	For your own safety, please familiarise yourself with the "Emergency exit plan" in your room for the nearest exit. In case of fire do not use the elevator.
Express Check Out:	To speed up your check-out in the mornings, we offer you to settle your bill today. Please contact our front office team. Dial 100
Fax service:	The reception desk staff will be delighted to assist you with the sending all your faxes.
Flowers:	If you would like to order flowers, please contact reception. Vases are available.
Garage for repairs:	Our receptionists will glad to assist you.
Hot drinks:	Coffee and tea making facilities are available in your room and free of charge for your use during your stay.
Hotel-Reservations:	If required, an accommodation can be organized for you in any other Best Western hotel all around the world.
In case of fire:	o Please do not use the elevator. o Keep the windows and doors shut. o Read the emergency plan. o Leave the hotel immediately by using the designated staircase or emergency exit. o Fire extinguishers are located on every floor. o The green emergency exit sign indicates the nearest exit.

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High speed Internet:

All our rooms, as well as the public areas, are equipped with high-speed internet access (Wi-Fi). This service is free of charge for our guests.

To quickly connect to the complimentary Wi-Fi at the Best Western Wein- und Parkhotel, please follow these steps:

1. Enable Wi-Fi on your device.
2. Select the hotel Wi-Fi network from the list of available networks: **BW Wein- und Parkhotel**
3. When prompted, enter the following password: **BWHotel0599**
4. Confirm your selection.

You are now connected and ready to surf the internet!

Need help?
If you have any questions or experience any difficulties connecting, our reception team will be happy to assist you. You can reach us by dialing **100** from your room phone

Iron/Ironing Board:

Please contact the front desk. This service is available during reception opening hours.

Leisure Amenities:

Our hotel offers swimming pool and sauna from 7:00 a.m. to 8:30 p.m. Please contact the reception to have the sauna switched on. It takes about 20 minutes to heat up.

Lost and Found:

Please contact the reception desk.

Lounges:

Our welcome hall is available all the time.

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Luggage:	If you require luggage assistance or wish to temporarily store it in the hotel, please contact the reception desk.
Map of the town:	Maps available at the reception.
Medical service:	Please contact the reception staff.
Newspapers and Magazines:	Newspapers and magazines are available on weekends at the reception desk.
Parking:	Our underground car park offers 44 parking spaces at a rate of €15 per space per night. We also provide eight eco-friendly electric vehicle charging stations with a charging capacity of 22 kW. The charging rate is €0.49 per kWh. A charging cable is available. In addition, there is a large free outdoor car park to the left of the hotel. We kindly ask you to keep the fire access route and the private road behind the hotel clear at all times.
Petrol Station:	The next petrol stations are about 1 km from the hotel Direction: B9 to Oppenheim or B420 to Wörrstadt.
Pets:	We welcome pets in our hotel for a fee of € 20,00 per night. However, we would like to ask you to have consideration for other guests. If you need a dog bowl, please contact the reception desk.
Photocopying:	Copy service and fax service is available at the reception desk. The price of one photo copy is € 0.35. Our staff at reception will be happy to assist you.
Please do not disturb:	Simply hang the designated sign on the outside of your hotel room door if you do not wish to be disturbed or would prefer not to have your room cleaned.

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Post, Parcel- and Express Service: You can leave your mail and parcels at the reception desk. Incoming mail will be held for you at the reception desk.

Pharmacy: The nearest pharmacy is in the immediate vicinity. Exit hotel, on the right. Linden Apotheke, Mühlgasse 5, telephone: 06133-508980.

Radio: You can listen radio on your TV.

Railway Information: Our staff at the reception desk will assist you in finding the relevant information.

Restaurants: Our **Restaurant am Heyl'schen Garten** is open daily from 12:00 p.m. to 2:00 p.m. and Monday to Saturday from 6:00 p.m. to 9:00 p.m. Last orders can be placed until 8:30 p.m. Our **Vinothek Jakob Gerhardt** welcomes you daily from 11:00 a.m. onwards.

Restaurant-Reservations: The reception desk or the staff at the restaurant will be delighted to reserve a table for you. Tel. no. 100 or 308.

Reception: Our reception is open from 07:00 a.m. to 09:00 p.m. and can be reached on extension 100.
In an emergency, you can contact our on-call service between 09:00 p.m. and 07:00 a.m. on extension 100.

Safety Deposit Box: We offer a safety deposit box in each room free of charge. Please follow the instructions. The hotel is not liable for any loss of personal values in your room.

Shavers: The reception desk will be pleased to provide you with a complimentary shaving kit.

Shoeshine Service: A shoeshine machine is located in the ground floor. A shoeshine sponge is available at the reception.

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Station: From the hotel the train station is about 500 meters away. A maximum of 7 minutes on foot. Information about passenger trains and fares can be obtained from the reception.

Smoking: A Cigarette machine is located at the basement. Please note: The Best Western Wein- und Parkhotel is a "Non-smoking hotel".

Stamps: Please ask the reception.

Television: Our cable TV offers you programs in German and English.

Concert Tickets: The reception desk team will be happy to assist you with any reservations.

"Forgot Something": Additional towels, soap, shaving-kits, toothbrush, shower caps, sewing kits, ironing facilities, extra pillows or blankets and other useful things can be obtained complimentary 24 hours upon request at reception.

Voltage: All rooms are equipped with 220 V / 50 Hz sockets. The socket next to the mirror in the bathroom and below your desk, marked with a yellow sticker, offers permanent voltage.

Wake up Calls: Please ask at reception to arrange a wake-up call. These are available between 07:00 a.m. and 09:00 p.m.

Water: On bottle of water in the room is free of charge per stay.

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Wellness Area: Our wellness area with sauna and pool is located on the ground floor and is open from 07:00 a.m. till 08:30 p.m. **Thursday is sauna day for women only**.

Telephone System

Calls may be made directly to your room by dialling 06133 508 + your room number.
For room-to-room-calls just dial the desired room number.
External calls can be dialled directly using "0" + the number.
Long Distance International calls please dial:
"0" + "00" + country code number + city code + required number.
Telephone charges are € 0,09 per unit and are automatically computer registered and will be included in your hotel bill. For further prefixes please contact the service desk.

Some important international call numbers:

Germany City Codes

Aachen	0241		Erfurt	0361
Augsburg	0821		Essen	0201
Baden-Baden	07221		Frankfurt / Main	069
Berlin	030		Frankfurt / Oder	0335
Bonn	0228		Hamburg	040
Brandenburg	03381		Hannover	0511
Braunschweig	0531		Jena	03641
Bremen	0421		Köln	0221
Chemnitz	0371		Leipzig	0341
Cottbus	0355		Mainz	06131
Darmstadt	06151		München	089
Dortmund	02331		Potsdam	0331
Dresden	0351		Rostock	0381
Duisburg	0203		Stuttgart	0711
Düsseldorf	0211		Wiesbaden	0611
Eisenach	03691		Worms	06241

International Prefixes

Argentina	0054		Greece	0030	Morocco	00212
Australia	0061		Hong Kong	00852	New Zealand	0064
Austria	0043		Hungary	0036	Norway	0047
Bahrain	00973		Iceland	00354	Peru	0051
Belgium	0032		India	0091	Poland	0048
Brasil	0055		Indonesia	0062	Portugal	00351
Bulgaria	00359		Iran	0098	Romania	0040
Canada	001		Ireland	00353	Singapore	0065
Chile	0056		Israel	00972	South Africa	0027
China	0086		Italy	0039	Spain	0034
Columbia	0057		Japan	0081	Sri Lanka	0094
Cote d'Ivoire	00225		Kenya	00254	Sweden	0046
Cyprus	00357		Korea	00254	Switzerland	0041
Czech Republic	0042		Kuwait	00965	Taiwan	00886
Denmark	0045		Liechtenstein	0041	Thailand	0066
Egypt	0020		Luxembourg	00352	Tunisia	00216
Finland	00358		Lybia	00218	Turkey	0090
France	0033		Malaysia	0060	U. Arab Em.	00971
Germany	0049		Mexico	0052	U.S.A.	001
Great Britain	0044		Monaco	003393	Venezuela	0058

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The Best Western Wein- and Parkhotel Nierstein is built in strict accordance to fire and safety requirements. All of our employees are aware of it is importance and anti-fire precautions are taken in every department of the hotel. Therefore, the chances of a fire breaking out are extremely small however, to further reduce this possibility here are some sensible precautions and other points of what to do in an emergency.

When you check into your room:
Learn where the exits are and locate at least two, by walking to each one, to help you to remember where they are situated. Locate the fire alarm points. Fire distinguisher on each floor. Please read carefully the map behind your entrance door.

If you discover a fire:
Call immediately front desk on extension **"100".** Do not panic and remain calm. Close all doors and switch off the air-conditioning to keep the fire from spreading out. If the fire is small or in it is initial stage, use the nearest fire distinguisher to put it out. If the fire is out of control, stay away and leave the building if possible.

If you hear fire alarm:
Do not panic and stay alert for evacuation. Do not pack up your luggage, time is precious to save your life. Feel the door handle is hot, don't open. If cold, open slowly and be ready to close it again, if necessary. Exit if there is no smoke in the corridor. If it is too dark to see, keep close to the wall. If you are caught in a thick cloud of smoke, take short breaths and crawl to avoid it. Never use the elevators and remember to close all doors behind you.

If your exit is blocked:
Go back in your room, if possible and try to escape through the window or stay in order to get further instructions. In any case, remain calm with cool head. Help is on the way.

If you are trapped in your room:
Your room could be the safest place to be in, if you can't get to the stairwell, however: call immediately front desk extension **"100".** Be sure, you place wet towels, sheets or blankets under the door to keep the smoke out from entering.

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into your room. Fill up the bathtub so you can quickly remoisten the wet clothes. Stay calm and be patient.

If you have further questions, please contact the front desk at 100

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