

WEL
COME



INFORMATION

MARIAHILFERSTRASSE 9 | 8020 GRAZ | ÖSTERREICH
TELEFON: +43 (0) 316 71 31 63 | FAX: +43 (0) 316 71 31 63 60
REZEPTION@HOTELMARIAHILF.AT | WWW.HOTELMARIAHILF.AT

GUEST SERVICE A - Z

BAR 8020

You can also book our bar for private events. Further information on our homepage under meetings & events.

BIKE RENTAL

Please contact our front desk for bike rentals.

BREAKFAST

Monday to friday	7 am till 10 am
Saturday, sunday and holiday	7 am till 11 am
New Year	8 am till 1 pm

BUSY HOURS

Monday to friday	 7 am till 8 am
	 8 am till 9 am
	 9 am till 10 am
Saturday, sunday and holiday	 7 am till 8 am
	 8 am till 9 am
	 9 am till 10 am
	 10 am till 11 am

CHECK-IN

Rooms will be available to our guests after 2pm on the date of arrival.

CHILDREN

Children under 12 are free of charge accompanied by their parents.

CONFERENCE

If you need a quiet room for meetings including food and drinks please contact our Front Desk for more information. Our conference room is about 100m² for up to 40 people, equipped with full audiovisual capabilities, a writing board, cork board and a flip chart. Further information on our Homepage under Meetings & Events.

DOCTOR

Please contact the reception desk (Dial 9).

DIRECT BOOKING

Book directly with us and enjoy all benefits and discounts as our regular guests: best price guaranty, Check Out till 12 o'clock and 5% off your reservation.

EMERGENCY CALLS

In case of an emergency please contact the Front Desk with dialling 9.

EMERGENCY EXIT

For your safety please check the emergency escape plan on your room door.

EXTRA BED

Additional beds are available for an extra charge.

FIRE DETECTOR

The Hotel features a central fire detector system. Every part of the building is equipped with fire detectors. Smoking, using electronic devices for cooking and the use of fire is prohibited in the whole Hotel. In case of a false alarm or misconduct a fine of 500 Euros will be charged.

FIRE ALARM

Please follow the instructions given by our staff and the fire brigade! Fire extinguishers are located on every floor. They are indicated in the floor plan on your room door. Please contact the reception immediately if you suspect fire anywhere in the hotel (Dial 9).

FIRE EXTINGUISHER

Are located on every floor. Please follow the escape plan on your room door.

GLUTEN-FREE BREAD

Please inform the Front Desk about your special diet when reserving a room.

HAIRDRESSER

Our Front Desk will help you find a hairdresser close by

HOUSEKEEPING

Our housekeeping staff is working from 7 am to 17 pm. Please use the sign to let the staff know to get either your room cleaned or not getting disturbed during these hours.

INTERNET ACCESS

You can use a free of charge wifi-connection in the whole Hotel.

LAUNDRY SERVICE

Laundry service is available from Monday to Friday. Express takes about 24hrs and a regular laundry about 1 to 2 days.

LOCATION

Our hotel is located in a pedestrian zone of Mariahilferstrasse. It is allowed for guests of the hotel leave your car in front of the hotel to load or unload it. Please remove your car after check in. Our staff will provide you the information.

LOST PROPERTY

Please contact us in case you left some of your belongings in our hotel. We will send it back to the desired address.

LUGGAGE ROOM

You can store your luggage in our luggage room for free. The use is at your own risk.

LUNCH BOX

If you want to check out before breakfast starts, we can prepare you a lunch box to go.

NEWSPAPER

Local and national newspapers are available in the lobby.

PARKING FACILITIES

Parking spaces are available at a reduced rate (13 Euros for 24h) in the Mariahilf underground parking under Mariahilf square (max. height 2,05m). Parking is at your own risk. Short stay parking zone (blue zone) are available in the down town. The max. stay is 3 hours. Parking tickets can be taken in the parking slots nearby (1€ per half an hour). Payment is needed daily from 9 am till 8 pm and Saturdays from 9 am till 1 pm. Short stay parking zone (green zone) is outside the down town.

PETS

Pets are welcomed in the hotel. There is a cleaning fee of 10 euros per day. No pets are allowed in the breakfast room.

PHOTOCOPIES

Please contact our Front Desk for photocopies.

PUBLIC TRANSPORT

The nearest tram stop is at the "Suedtiroler Platz" about 150m from the hotel. For more information/timetables please contact our Front Desk.

RADIO

For radio channels have a look at TV channels.

REGULARS

Book directly with us and enjoy all benefits and discounts as our regular guests. Use a discount code on our homepage and get 5% off your reservation. The same code is valid for all our packages.

RESERVATION

Please contact our Front Desk to make future reservations in our hotel.

RECEPTION

The reception is 24h open, feel free to contact our Front Desk (9) any time.

RESTAURANT

Our hotel doesn't include a restaurant but we help you to find an appropriate restaurant.

ROOM SERVICE

Room Service is available 24h. Please see the menu in your room.

SAFE

To deposit valuables contact the Front Desk to store it in the Hotel safe.

SHOPPING

"Herrengasse" is located near the Hotel and is one of the most popular shopping areas in Graz. For more information about shopping in Graz please contact our Front Desk. Shopping Centres City- and Murpark you reach with the bus.

SMOKING

Smoking is prohibited in the whole Hotel. There will be a fee of 35 Euro for cleaning for smoking in the hotel.

TAXI

Our receptionists will be glad to help you to get a taxi.

TELEPHONE

To get an outside line please dial 0. To call to another room please dial the room number.

TOILETRIES

If you have forgotten any essential toiletries, then please contact the reception. At a little fee you can get shaving cream, toothpaste, cotton cosmetic pads.

VALUABLES

The Hotel is not liable for valuables stored in your room.
Please use the hotel

WAKE-UP CALLS

Please contact our Front Desk (9) for setting up a wake-up call.

WEATHER

For weather forecasts please have a look at our Homepage or contact our Front Desk. Umbrellas are available at the reception or for buying (€ 15).

INTERNATIONAL TELEPHONE NUMBERS

Outside Line	0
Reception	9

EMERGENCY CALL

Fire department	122
Police	133
Ambulance	144

INTERNATIONAL CODES

Belgium	0032
Denmark	0045
Germany	0049
France	0033
Greece	0030
Great Britain	0044
Italy	0039
Croatia	00385
Netherlands	0031
Poland	0048
Portugal	00351
Russia	007
Sweden	0046
Switzerland	0041
Slovakia	00421
Slovenia	00386
Spain	0034
Czech Republic	00420
Hungary	0036
China	0086
Japan	0081
USA Canada	001

RULES TO LIVE BY IN CASE OF FIRE

Every year fire claims thousands of lives in the whole world. By following a few basic rules many of these people could have escaped unharmed.

Developed especially for hotel guests, „Rules to live by“ is a summary of articles recently published by leading experts on fire safety. They can be used everywhere.

PLAN AHEAD

1. Plan your escape from a fire before you are caught in one. When checking in into your room, be sure to know where the fire exit is so that you can even find it in the dark.
2. Keep your hotel key where you can find it quickly. We suggest keeping your key on the night stand. Should you decide to leave your room in an emergency, take your key with you in case you want to get back into the room. Be sure to close the door behind you.
3. Never use an elevator as a fire exit.
4. Do not panic. You can avoid panicking by being familiar with your surroundings and by having a specific plan of action to employ should you be involved in a fire. For this reason, we ask you to read on.

IF THERE IS A FIRE

5. If there is any indication or even a suspicion of a fire, call the reception by pressing 9 on the phone. Give your room number and a brief description of the situation.
6. Before attempting to leave the room, take your key. If your family is with you, arrange a meeting place outdoors so you will know everyone is safe.
7. Touch the door with the palm of your hand. If the doorknob is warm do not open.
8. If the door is not warm, drop to your knees and slowly open the door, but be ready to close it should a cloud of smoke roll in. If the hallway is clear, head?

nearest exit, not the elevator. Close your door behind you. Take your key with you.

9. Do not walk upright, but hunched over, to avoid inhalation of smoke and carbon monoxide.
10. Move on the same side of the corridor, next to your emergency exit. Count the doors to the exit.
11. When you reach the stairs at the emergency exit, be careful when you go down stairs.
12. Once you have reached the emergency exit proceed quickly, paying attention however to the stairs and carefully hold onto the handrails. If you find smoke on your way down the stairs, leave that stairway as soon as you can. Turn back and try to find a clear corridor from where you can reach another emergency exit.
13. In case you are not able to leave your room, do everything possible to be noticed. If you cannot reach the reception, call the fire department (main line 0 and then 112) and give them your position. Show your rescuers where you are by hanging a sheet from the window.
14. If smoke enters your room, open the window for fresh air. Do not break the window, as later smoke might enter through it.
15. Fill the bathtub with cold water and dip the towels and bed sheets into it. Use them to seal cracks around the door through which smoke may enter.
16. If the door and walls are hot, pour cold water on in order to cool them.
17. A wet towel or a piece of cloth in front of your nose and mouth prevents you from inhaling smoke.
18. If the fire enters through the window, tear the curtains down and keep all flammable material away from fire.
19. Do not jump from the window. All our rooms (even on the 2nd floor) are situated too high to perform a safe jump. Please consider that if you jump, you may seriously get

injured. Try to protect yourself from fire and make yourself seen from the window.

HOTEL MARIAHILF GMBH

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