

Service Guide

We warmly welcome you to the ates Hotel Kehl.

We would like to offer you a pleasant, restful and varied stay in our house. We have put some useful information together for you to help you find your way around. Should you have any questions or requests, we would be happy to help you with words and deeds.

We wish you a pleasant stay

Your ates hotel Kehl team

A

Arrival

Your hotel room can be occupied on the day of arrival from 15:00 pm. If you would like to arrive later than 23:00 pm, please inform our reception staff.

Allergies

Please contact the front desk if you require special bedding or are dependent on certain foods.
(See sheets)

Address

ates Hotel Kehl
Straßburger Straße 18
77694 Kehl
Tel.: 07851 88 56 50
Fax: 07851 88 56 51

Airports

- Strasbourg
Route de Strasbourg, F-67960 Entzheim, distance of about 20 kilometers.
- Karlsruhe / Baden-Baden FKB
106, Victoria Boulevard A, D-77836 Rheinmünster, distance from the A5 motorway about 52 kilometers.

Adapter

If you need an adapter for a foreign power plug, please contact our reception, we have a selection of adapters available at our reception.

Air conditioner

all rooms have air conditioning by remote control to regulate and adjust.

Addition on request

If you need another pillow or blanket, contact the reception. For more information see pillow and duvet.

B

Breakfast

Monday - Saturday from 6:30 to 10:00

Sunday from 7:00 to 10:30

The breakfast room is on the first floor. If you are unable to have breakfast at the times indicated, please contact us the evening before so we can arrange a packed lunch for you if necessary. Please inform the reception the evening before 11pm.

Bank

- Sparkasse Hanauerland, Straßburgerstraße 18, 77694 Kehl, Tel.: 07851 8600
- Volksbank Bühl, Hauptstr. 42, 77694 Kehl, Tel.: 07851 98 50
- Deutsche Bank, Hauptstr. 1, 77694 Kehl, Tel.: 07851 790 60
- Postbank, Hauptstr. 95, 77694 Kehl, Tel.: 07851 55 00 55 00

Baby bed

We can provide you a baby bed free of charge.

Bathrobe

You are welcome to receive a bathrobe at reception for a deposit of 10,00 €

Bathroom stool

Upon request, you can get it at our reception.

Bar

In our lounge you can enjoy a selection of non-alcoholic and alcoholic drinks and snacks (pizzas or tarte flambée). Our bar / lounge is open daily from 06:30 to 24:00.

Blanket

Upon request, you can receive an extra blanket. Please contact our reception.

You can also receive an allergic bed blanket on request.

Bed linen

A daily change of bed linen is possible.

Please contact the reception.

Business Center

You will find our Business Center next to our reception, which is available for your free use.

Bicycle rentals

You can rent a bike for bike tours, further information and prices are available at our reception.

Bicycles

You are welcome to park your bicycles with us free of charge. Please contact the reception

C

Credit card

In addition to cash, you have the option to pay with your debit card or credit card (VISA, MasterCard & American Express).

Charge cable

You can borrow a charging cable for your mobile phone, please contact our reception.

Covid-19 measures

Please inform yourself about the current covid measures at the reception

D

Doctor:

General practitioners

- Frau Dr. med. Maria-Doris Gura, Hermann-Dietrich-Straße 12, 77694 Kehl, Tel.: 07851 48 22 66
- Herr Dr. med. Rudolf Aymanns, Hauptstr. 44, 77694 Kehl, Tel.: 07851 37 06

Dermatologist

- Herr Dr. Christos Cheretis, Beethovenstr. 7, 77694 Kehl, Tel.: 07851 886 996

Dentist

- Praxis Dr. Hörterer - Dr. Ziegler, Hauptstr. 34, 77694 Kehl, Tel.: 07851 42 43

Hospital

- Ortenau Klinikum Kehl, Kanzmattstraße 2, 77694 Kehl, Tel.: 07851 87 30

For more see "E" Emergency case or contact our reception.

Departure

Your hotel room is available until 12:00 on the day of departure, please leave the room key at the reception. (See Express Check out) If you still need a luggage storage after check-out, this is of course possible by arrangement.

Dogs

Your dogs are welcome as guests and can stay with us for a fee of 10,00 €

E

Emergency case

In case of emergency please enter the general numbers:

Font: 110

Firefighters / Emergency physician: 112

Poison Control Center: 0049 30 19 24 0

Medical service: 116 117

E-mail

You can send an email to info@ates-hotel.de and we can print it or send it to you. Thank you to inform us in advance.

Express check-out

The express check-out allows a quick departure. If the bill has already been paid, you can leave the room card at reception, put it in the letterbox by the elevator or leave it in your room.

Elevator

There is an elevator in the hotel building. In case of fire you must not use the lift. We kindly ask you to inform yourself in advance about our escape and rescue routes.

Environment

In the ates Hotel Kehl, we attach great importance to sustainability, which is why we work exclusively with certified companies in the areas of equipment, cleaning and laundry. Heat controls on the radiators, low-packaging breakfast buffet, waste separation and much more have become a matter of course for us. If you want, you too can do your part: turn off the lights and TV, turn on the taps and close the windows when you leave the room.

Extension cable

If you need an extension cable for a power plug or an adapter for foreign power plugs, please contact our reception.

Escape routes

In each room is a plan on the escape routes and fire extinguisher locations on each floor. Please look at the escape plan and in case of fire never use the elevator.

F**Fax**

Please contact our reception if you want to send a fax. Of course you can also fax to our fax no. 07851 88 56 51. Please let us know if you expect a fax.

Fire / extinguisher

There are fire extinguishers on each floor. Please familiarize yourself with the escape and rescue routes of the hotel on the day of arrival. In case of fire, you go immediately to the "Sparkasse" building, this is our assembly point. A removal from the assembly point is strictly prohibited.

Fridge

The superior rooms have a refrigerator next to the desk.

H**Hairdryer**

Each bathroom has a free hairdryer.

Hotel entrance

The entrance of the hotel is open from 06:30 to midnight. Outside these hours, please use our night entrance with your room card. It is in front of the elevator. Further information: see night entrance.

Housekeeping

The room cleaning takes place daily. If you do not want room cleaning please hang the red *do not disturb* sign on your door.

Hygiene products

Additional hygiene items are available at reception for a small surcharge.

Hygiene measures

Your room is thoroughly disinfected daily, especially on arrival and departure.
Hand disinfectant dispensers are distributed throughout the hotel building.

Hanger

If required, you can receive additional hangers at our reception.

I

Internet

In our premises you can use our W-LAN free of charge. You can get access at the reception

Iron / ironing board

You can borrow for free at our reception.

Ironing service

The hotel offers an ironing service.
For more information, please contact the reception.

Internet terminal with possibility of printing

In the public area we have a computer with Internet connection and printing possibility.
Contact our reception for more information.

L

Laundry

For a fee, we can wash and iron your laundry. We kindly ask you to consider the time required, please contact our reception staff. A laundry bag can be found in the wardrobe.

Lunch packet

We can make a lunch packet for you, please contact the reception before 23:00 the night before. There may be costs.

Linen change

Daily change of towels? Please put the towels on the bathroom floor.
Daily change of linen? Please contact us.

Luggage service

If you need help with your luggage, we are at your disposal.

Left-luggage office

For luggage storage before arrival or after departure, please contact the reception.

Lobby

Our lobby is open daily from 06:30 to 24:00.

Luggage transfer

It is possible to transport your luggage on request to the neighboring villages. The price is negotiated with a taxi company.

Lost property

Should you find any objects, please hand them in at our reception. If you are looking for lost items, please also contact the reception

N**Night entrance**

The main entrance is closed from midnight. The night entrance is opposite the elevator when leaving the hotel. You can open the door with your room card. Hold this against the black box at eye level. The door can then be opened by pulling it. We are available for you around the clock on the telephone number: +49 7851 88 565 0

Newspapers, magazines

At our reception we have a selection of newspapers and magazines that you can borrow for free.

P**Parking**

Parking costs 5 € per night. You can find them in front of and next to our hotel. For more information, please contact our reception.

Post Office

A post office, a postage stamp machine and a post box are located in "Hauptstraße 95".

Pharmacy

- Rohan's Anker-Apotheke Apotheke, Hauptstr. 43, 77694 Kehl, Tel.: 07851 23 97
- Stadt-Apotheke Kehl, Hauptstr. 75, 77694 Kehl, Tel.: 07851 24 55

Phone

Please select a "0" for all outgoing phone calls. The reception can be reached by the 610.

Pillow

On request, you will receive an additional pillow. Please contact the reception for details. You are also welcome to get an allergy pillow on request.

Pay

In addition to cash payment, it is possible to pay your bill by debit card or credit card (VISA, MasterCard and American Express).

Photocopies

We can print a limited number of copies for you free of charge at the reception.

If you would like to scan something, we are happy to do this for you at our reception. The scanned pages will be sent to you by e-mail.

Q

Quality

We are classified with 3 stars S - Superior - according to the German Hotel Classification. We always strive to meet the given standards and to fulfill the wishes of our guests. If a service is not to your satisfaction, we ask for notification at the reception.

Questionnaire - Your opinion is important for us

Are you satisfied? What can we do better? We kindly ask you to give us your opinion on the enclosed questionnaire. You can drop the completed questionnaire in the letterbox in the foyer or drop it at the reception. Be sure we take your suggestions seriously. Many Thanks.

R

Radio

You have the possibility to listen to the radio on the television in your room.

Restaurant

In our lounge we offer pizzas, tartes flambées and drinks.
A list of restaurants in our area is available at the reception.

Reception

From 06:30 to 24:00, you can contact our reception directly. Outside these times, you can call the phone numbers 0049 7851 88 56 50 or 0049 7851 99 47 880 for any questions or emergencies, and you will be redirected directly to an employee.

Room service

From 7:00 am to 11:00 pm you can use our room service via the reception, for a floor fee of 2.50€ per order.

Railway station / bus station

Opposite our hotel building is the train and bus station.

Room card

We use electronic room cards. Should you not be able to open your room door, please contact the reception. At night, please dial the number: +49 7851/88 565 0

S

Safe

You can use the safe in your room, in the wardrobe next to the desk, free of charge. Follow the informations written in the safe. If you have any questions, please contact the reception.
Thank you to leave the safe open at your departure.

Shoe cleaning equipment

You can receive them at the reception.
The polishing machine is on the first floor, in front of the toilet.

Slippers

If you need slippers, you can receive them at the reception.

Stamps

Get at the reception or at the post office about 1400 meters away.
We can send your letters or postcards.

SKY

Enjoy our big screen in our Lounge to watch sports events.

Smoke

Please note that there is no smoking in all hotel rooms.

Of course you can smoke on the balcony in our rooms with balcony. Please do not throw the cigarette butts over the railing but please use the provided ashtray.

Smoke detector

Our hotel rooms are equipped with smoke detectors. If the smoke detectors give alarm, please contact us immediately at the reception.

Support Service

If you need assistance with using the in-house technology, feel free to contact the reception.

Sewing kit

Get at our reception.

T**Taxi**

To book a taxi from your room, you can choose the following taxi companies:

- Taxidienst Kehl, Tel .: 0049 7851 39 32
- Mini Car, Tel .: 0049 7851 28 88
- Kehler Taxiservice, Tel .: 0049 7851 40 05

For more information, contact the reception please.

Tablet

Tablets are available for you at our reception. We charge a deposit of € 50 per tablet.

Trips

You have many different possibilities for excursions in our region. Tickets for the tram to Strasbourg and brochures are available on the reception.

We are happy to advise you on the planning of your excursions.

TV

Each room has a TV with cable channels. It can receive the 23 programmed stations. We kindly ask you, not to change the TV settings. A program overview can be found in your room.

Towels

If you need new towels, please put the used towels on the floor, this is a sign that the cleaning staff is allowed to change them. You are welcome to contact our reception for further requests.

U**Umbrellas**

You can rent an umbrella for free at the reception.

V

Valuables and money

For insurance reasons, we ask you not to leave any valuables, jewelry or money in your room or vehicle. For lost valuables in your room we can not be held responsible. Please use the safe in your room or leave your valuables in the safe at the reception.

W

Wake-up

Please contact the reception if you wish a wake-up call.

Weather

The weather forecast is at the reception.

*Did you like your stay in our hotel?
We would be very happy to read your experiences on one
Online rating platform such as Tripadvisor or HolidayCheck or fill out the enclosed
questionnaire.
You are also welcome to visit us on Facebook!*

