

**Adapter/Extension wire:**

Adapters/Analogue adapters/LAN Access cables/ Extension Cables are available at the reception desk.

**Additional blanket / pillows:**

We will be glad to provide you. Please contact the reception desk.

**Address:**

Hotel DER LINDENHOF

Schöne Aussicht 5

99867 Gotha

Telefon: 0049-3621 / 772-0

Fax: 0049-3621 / 772-410

Internet [www.der-lindenhof-gotha.de](http://www.der-lindenhof-gotha.de)

e-mail: [info@der-lindenhof-gotha.de](mailto:info@der-lindenhof-gotha.de)

**At Its best?**

Your feedback is important to us! Please share your comments with us on [info@der-lindenhof-gotha.de](mailto:info@der-lindenhof-gotha.de). This is our way to become a little better each day. Thank you very much for your help!

**Baby equipment:**

We would be happy to provide a high chair, changing mat and baby monitor for you.

**Baby Beds:**

A baby bed is available. Please contact the reception. We will charge an amount of 12,00€.

**Bank:**

A bank with cash dispenser you can find about 600 metres away from the hotel.

Kreissparkasse Gotha

Am Sportplatz 2

Tel.: (03621) 75 75 50

**Bar:**

Please inquire about the current opening times at the reception desk.

**Bathrobe:**

We would be happy to provide you with a bathrobe for your stay, free of charge, at the reception.

**Bathroom stool:**

We would be happy to provide this for you upon request.

**Bed linen:**

We are happy to provide allergy friendly bed linen. Please contact the reception desk.

**Breakfast:**

Breakfast is served daily from 6:30 a.m. till 10:30 a.m. on the ground floor, on Saturdays, Sundays and public holidays from 7 a.m. till 10:30 a.m.

For an earlier breakfast please inform our reception. If you really are an early bird, we will be glad to serve you an early express breakfast.

**Bicycles:**

You can safely park and charge them in our garage.

**Bottle opener:**

Located next to the mineral water on the side table.

**Cab/Taxi:**

Our reception staff will be happy to order a taxi for you.

You are also welcome to contact our partner company, Inges Taxi, directly at 03621 73 83 71.

**Car Rental:**

For car-rental and taxi information please ask at the reception, Tel. no. 401.

**Car Repair Shop:**

Our reception staff will be happy to inform you about the nearest authorized workshops.

**Car Wash:**

There is a car wash at the next petrol station. This is ARAL, about 1000 m away from the hotel.

**Check In Time:**

Your room will be available from 3 pm

**Check Out Time:**

Please leave the room till 11 am on your day of departure. If you intend to leave later please contact the reception. You can put down your luggage up to the departure free of charge. For luggage service and storage service please contact our reception.

**Children:**

Children up to the age of 3 stay free of charge when sharing their parents' bed. A charge of €12 per night applies for a baby cot or extra bed in the parents' room.

For children aged 4 to 16 sleeping in their own bed in the parents' room, the charge is €32 per night.

**City maps:**

Available at reception upon request.

**Conference Service:**

For conferences and events please contact our team, Tel. no.: 402

**Cosmetic Products:**

For complementary hygienic and cosmetic products please contact the front desk (e. g. soap, washcloth, disposable razor, shower cap, body lotion, oral hygiene, ladies' hygiene) or other useful things free of charge available 24 hours.

**Credit Cards:**

The following credit cards are accepted: American Express, Euro-/MasterCard, Visa Card, Diners club.

**Doctor of Medicine:**

Emergency Dispatch Center  
Telefon: +49 (0) 3621 36550  
Helios Clinic / Emergency Departement  
Telefon: +49 (0) 3621 2200  
+49 (0) 3621 220162

**Dry-Cleaning and Laundry service:**

We offer you a laundry and ironing service from monday till friday. You can leave your laundry at reception until 8.00 am. You will get them back cleaned and ironed one day later. Please use the laundry bag in the closet and the cleaning list. On Saturdays and on Sundays cleaning service of your laundry is not possible.

Please let us know in advance if you require dry cleaning.

**Early Express Breakfast:**

Is available on request Monday- Friday from 6.00 a.m.in our breakfast room. If you have to leave early and are in a hurry: there is tea and coffee, a croissant or other pastries, juices and fresh fruit.

**Electricity:**

220 V electricity is available throughout the house.

**E-mail:**

For the time of your stay we are looking forward to take receipt of your E-mails. Please contact the reception employees.

Our E-mail address: [info@der-lindenhof-gotha.de](mailto:info@der-lindenhof-gotha.de)

**Emergency call:**

Reception: 400 / 401  
Police: 0-110  
Firebrigade/Ambulance: 0-112

**Emergency Routes:**

In the event of a fire, please consult the escape route plan located in your room next to the door and in the corridors. It indicates the location of the nearest emergency exit.

**Excursions:**

You can obtain comprehensive information about excursions in the local area at the reception.

**Facsimile:**

The reception desk staff will be delighted to assist you with sending all your faxes. 24 hours a day.

Our Fax number is: 0049 – (0)3621-772 410

**Fan:**

Fans are available free of charge at reception for additional ventilation. This service is available to you 24 hours a day at no cost.

**Fitness room:**

The visit of our exercise room is free of charge. You find the fitness space directly beside the sauna in the ground floor. It will be open from 6.00 a.m. till 11.00 p.m.

**First Aid:**

Via reception (ext. 400 or 401) or directly in urgent cases:

Police: 0-110

Fire Department / Emergency Doctor: 0-112

Bandages and dressings are available from our supply at the reception desk.

**Flight Information:**

For information, bookings and flight-confirmation please contact our reception, Tel. no. 401.

**Flowers:**

Please contact the front desk. Vases are available.

**Garage for Repairs:**

Our receptionists will be delighted to assist you.

**Hairdresser:**

The nearest is about 1300 m away from the hotel. Please call our reception desk.

**Hypoallergenic bed linen:**

We are happy to provide this for you.

**In case of Fire:**

- Report the emergency to reception (dial: 400 / 401)
- Please do not use the elevator.
- Keep windows and doors shut.
- Read the emergency plan.
- Leave the hotel immediately by using the designated staircase or emergency exit.
- Fire extinguishers are located on every floor.
- The green emergency exit sign indicates the nearest exit.
- The assembly point is the large parking lot in front of the building.

**Iron / Iron board:**

Available free of charge from reception upon request for the duration of your stay.

**Ironing service:**

We would be happy to iron your clothes for you. You will receive them back in one hour.

**High Speed Internet:**

All our rooms and public areas are equipped with high-speed internet. This service is complimentary.

To help you to enjoy the free of charge high speed internet access, please follow these steps:

1. Enable Wi-Fi on your device
2. Select the "DerLindenhofGotha" Wi-Fi network from the list.
3. Enter the following guest password: DerLindenhof2021!
4. Click "Connect."

You are now ready to browse!

Do you have questions or are you experiencing issues? Our hotel reception staff is available around the clock to assist you—simply dial extension 401.

**Housekeeping:**

We clean your room daily. We change the bed linen daily upon request.

Please notify the reception if you would like this service.

You are also welcome to opt out of housekeeping services entirely; please contact the reception to arrange this.

Please place your towels on the floor if you would like them changed. If you wish to reuse your towels, please hang them up.

**Iron/Ironing Board:**

Please contact the front desk. This service is available 24h.

**Languages:**

Our reception staff will be happy to assist you in German and English.

**Laundry / Dry Cleaning:**

We offer a laundry and ironing service from Monday to Friday. You can drop off your laundry at the reception by 8:00 a.m.; it will be returned to you cleaned and ironed the following day. Please use the laundry bag and the service list provided in the wardrobe. Laundry service is not available on Saturdays and Sundays.

Please let us know in advance if you require dry cleaning

**Leisure possibilities:**

Our hotel offers different fitness devices, table tennis and chess (weather dependent) and choice in parlour games free of charge.

**Lost and Found:**

Please contact the reception employees.

**Lounges:**

Our foyer / Lobby is available to you any time.

**Luggage:**

If you require assistance with your luggage or wish to temporarily store it in the hotel, please contact the reception desk. This service is available 24h.

**Library:**

Our library is in the lobby and provides many interesting books.

**Messages**

Messages are deposited for you in the reception.

**Minibar:**

There is no minibar in your room. But we are happy to serve you drinks 24 hours a day. Sweet bars and peanuts can be ordered from reception.

To order please call 401 or 405.

The mineral water in your room is free of charge.

**Mineral water:**

We provide this in your room. This service is complimentary. Additional beverages and light snacks can be ordered via reception.

**Pharmacy:**

[Sertürmer- Apotheke](#)

Eigentümer: Katharina Steiner

(900 m from our hotel)

Humboldtstr. 90

Telefon: +49 (0) 3621 75 85 85

**Parking:**

There are 150 on-site parking spaces available for you both in front of and behind the hotel. The charge is €5.00 per day per vehicle. Use of the parking area is at your own risk; we assume no liability for damages. Fire department access routes must be kept clear.

A free bus parking space is located next to the hotel's main entrance.

**Payment:**

Please settle your bill at reception till 11.00 a.m. on the day of departure. In addition to cash we accept the following credit cards: American Express, Euro/Mastercard, Diners Club, Visa and EC-Cash.

**Petrol Station:**

The next petrol station is about 600 m away from the hotel.

**Pets:**

Your pet is also very welcome at our hotel. We charge a fee of €20.00 per pet per day. Please understand that pets are not permitted in the restaurant. Forgot a water or food bowl? Please contact reception.

**Photocopying:**

To make photocopies and to send faxes: It is possible 24 hours at the reception. Our staff helps you with pleasure. The price for one photo copy is € 0,25 and € 0,50 for a fax.

**Pillows:**

A selection of different head pillow types is available at the reception desk.

**Please Do Not Disturb:**

There is a nameplate in your room. Please, hang it on your door. But please note, your room can be cleaned to 2 pm only.

You can cancel housekeeping service directly through reception. Please dial 400 or 401

**Postal, Parcel- and Express Service:**

You can let your mail and parcels in reception. We deposit incoming post at the reception for you.

**Public Transportation:**

Contact the reception. We can provide you all information you need. The nearest tram station "Schöne Aussicht" is 100 m away from the hotel. Tickets are available in the tram.

**Radio:**

A selection of radio programs can be called up via the TV set.

**Restaurant:**

Our restaurant is open daily from 5:00 p.m. to 10:00 p.m. Our breakfast restaurant is open Monday through Friday from 6:30 a.m. to 10:30 a.m., and on Saturdays, Sundays, and public holidays from 7:00 a.m. to 10:30 a.m. Please inform our staff in advance of any allergies or intolerances.

**Reception:**

There is service 24 hours a day.

**Room booking:**

Quick and free of charge we book for you at all hotels of the world.

**Room key:**

Please, hand over the room key to departure in the reception.

**Room service:**

On request, we are happy to offer you a small selection of dishes in the form of room service until 10 p.m. You can get the food selection from the reception. We take the liberty of charging a service fee of 4,00€

For drinks and sweets the room service is possible 24 hours on the day without extra charge. Please call 401 or 405 to order.

**Safe:**

Please use the guest safe at the reception, which is free of charge. The hotel is not liable for any loss of personal values in your room.

You are also welcome to deposit your valuables in the central safe at the reception.

**Sauna:**

Our sauna is located on the ground floor. You will find the entrance near the elevator that leads to the guest rooms. Use of the sauna is complimentary for hotel guests. There are no fixed operating hours; the facility is available for use until 10:00 p.m. We ask that you notify us 30 minutes in advance so we can heat up the cabins. The sauna area features a sauna, a sanarium, and a steam bath, as well as a relaxation room.

**Scanner:**

The reception desk staff will be delighted to assist you with scanning all your documents.

**Self-Check-Out:**

If you have made your payment in advance or settled the bill the previous evening, you can simply leave your key at the reception on the day of departure.

**Sewing Kit:**

We would be happy to provide you with a sewing kit. Please contact reception.

**Sewing service:**

We can handle minor sewing tasks for you. Please contact reception.

**Shavers:**

With pleasure we help out you with a once-shaver. Please contact the employees of the reception.

**Shoeshine Service:**

A shoe-shine machine is in the lobby near the reception. A shoe polishing you will find in your room.

**Shuttle Service:**

We would be happy to arrange a shuttle service for you for an additional fee.

**Smoking:**

Dear guests, we are a non-smoking hotel. For this reason, all rooms are equipped with smoke detectors. We therefore ask that you smoke only in the designated areas. In the event of non-compliance, we reserve the right to charge the responsible party for any cleaning or fire department costs incurred. Our reception team is happy to assist you with any questions.

**Snacks / Food / Drinks:**

Upon request, we are happy to offer a small selection of dishes via room service.

You can obtain the menu at reception. Please note that a service fee of €4.00 applies. To place an order, please contact reception (extensions 400 or 401) or the restaurant directly (extension 405).

Outside of service hours, sweet snacks and peanuts are available at reception. This service is available 24 hours a day.

**Sports:**

Our fitness area, located in the ground floor next to the sauna, is available for your use free of charge daily from 6.00 am to 11 pm. Take advantage of the wide range of activities available in the immediate vicinity, including horse riding, tennis, table tennis, nine-pine bowling, fitness training, jogging and more. You are also welcome to borrow various pieces of sports equipment from the reception.

**Stamps:**

You can get it at the reception desk. Please feel free to submit your mail to the front office. We will send your mail with a letter service.

**Table reservation:**

Our reception staff will be happy to make restaurant reservations for you. Tel. 401

**Telephone:**

You can dial long-distance calls directly: please dial "0" first to get an outside line.

For internal calls, please dial the room number—except on the ground floor, where you should dial "9" instead of the initial "0".

For international calls, please dial: "0" for an outside line + "00" + international country code + area code (omitting the initial "0") + subscriber number.

Some important international country codes:

Belgium	32	Netherlands	31
Denmark	45	Norway	47
France	33	Austria	43
Great Britain	44	Spain	34
Italy	39	Sweden	46
Japan	81	Switzerland	41
Luxembourg	352	USA	1

Calling cards (Germany) and AT&T services are not supported, nor are toll-free numbers.

**Terrace:**

Invites you to linger on warm, sunny days.

**Theatre and Concert Tickets:**

The reception employees will be happy to assist you with any reservation.

**These & That:**

Face coths, additional towels, soap, shaver sets, toothbrushes, shower caps, sewing kit, iron and ironing board, extra pillows or blankets and other useful things you receive 24 h upon at reception.

**Traininformation:**

The reception staff will be happy to assist you.

**Train station:**

The station is about 3 km from the hotel. The nearest tram station "Schöne Aussicht" is 100 metres away from the hotel. Tickets are available in the tram.

**Umbrella:**

We will provide you an umbrella free of charge on your request. Please contact the reception desk.

**Vending machine:**

A cigarette machine is in the ground floor near the restaurant. You receive an approval card on the reception.

**Wake up:**

If you want to be woken up, please contact the reception desk.

**Wellness Area:**

Our wellness area is located on the ground floor; pass the elevator leading to the guest rooms and head down the second staircase. Appointments can be arranged at reception. Unwind and enjoy a variety of massages.

**For further questions, please contact the reception at ext. 401.**