

Service information from A to Z

Dear Guest,

In this guide you will find all the information you may require about our ***S Hotel and Restaurant Puschkinhaus. If you have any questions, please feel free to contact reception and dial ☎ 400, or for the restaurant dial ☎ 204.

Airport ➔

Erfurt 59 km, with the train approx. 1,5 hours via Erfurt main station

Hanover 187km, by train about 3 hours via Goettingen.

Leipzig 188 km, by train approx. 2.5 hours via Erfurt / Halle.

Frankfurt 228 km, by train about 4 hours via Gotha.

Alarm clock

There is a alarm clock in each room.

Baby Cot

We will provide you a baby cot free of charge, depending on availability.

Baby Food/Baby Bottle

We will heat up your baby food and boiled water free of charge.

Baby Phone, listening devices

Some of these are within range of the Restaurant and main function rooms. Please be sure to test this before you leave your room.

Baby Sitting

→ Children

Bar

The bar is located in the lobby and opens until 6 pm.

Bathrobe

Our hotel doesn't provides bathrobes.

Bikes/ Bike rental

Please ask our reception staff.

Bill

Our reception desk is open from 7:00 am to 6:00 pm. During this time, we can inform you of the balance of your invoice, create the invoice for you and also settle it in cash.

Breakfast

Breakfast is served daily from 7:00 am to 10:00 am (on weekends and on holidays until 10:30 am) in our breakfast room on the ground floor.

If you need to check out before 7:00 am, we can arrange a packed lunch for you. Please let us know in the evening.

Car Parking

There is a small car park in front of the hotel. A larger car park is on the opposite side of the road (entrance via Friedensstraße) and is closed by a barrier.

The fee is 2 Euro (piece exact).

Car Repair Shop

„Autohaus an der Aue“, Kasseler Str. 45-47, Mühlhausen (1,2 km) will assist you with any car repair. Please dial ☎ +49 3601 485 00.

Card payment

We accept all cards: EC-Cash, VISA, Mastercard, American Express, any others...

Cash Payment

→ Bill

Change of Blankets

If you wish we will change your blankets daily. Please ask at the reception.

Change of towels

To protect the environment we change the towels as needed. If you want a change the towels please put them on the floor, otherwise hang them up.

Check out

You can stay at your hotel room on working days until 10 am and on public holidays until 11 am on the day of departure. If you need to depart later please ask at the reception.

Quick check out

If you have a cost transfer or if you pay the bill first, you can check out at any time you'd like to. Please leave the key inside the room and close the door.

Children

We can arrange a short term care at a local child day care centre at additional fee.

Cleaning

→ Laundry

Conferences / Meetings

In our various meeting rooms we can accommodate up to 250 people. Our large auditorium is equipped modern an screens technology such as a daylight projector. If you would like organize an event in our facilities, please contact us.

Cost transfer

Please let us know the details to transfer the costs.

Doctor/Dentist

Addresses and phone numbers you will get at the reception. We will assist you to arrange an appointment. In urgent cases you can dial directly at the 🏥 Hufeland hospital in Mühlhausen: 📞 +49 3601 410.

Don't disturb

Please use the „Red Card“ on your door if you don't want to be disturbed or if you don't wish housekeeping service.

Drinks

In your room you will find a menu for drinks in the rooms and in the Maxibar (1st floor). Further information: → Hotel bar / restaurant

Email

Our Email Address is: ✉ info@puschkinhaus.com.

Emergency exits and escape routes

You will find the appropriate notices at your room door and in the hallways.

environmental Protection

We take care of our environment. Variable towel changing, thermostat on the heaters, low-packing breakfast buffet, garbage separation and much more have become self-evident for us.

If you like you can also contribute: Turn off the lights and TV when you leave the room. Close the water taps well. Take part in the variable change of towels. Use the basket in the room for paper waste, the basket in the bathroom for everything else. Place empty bottles next to the basket.

Excursions

Detailed information about excursion destinations you will get at the reception and we will assist you with bookings. Further information → Tourist Information.

Facsimile

You can receive and send Facsimile at our reception, 📠 +49 3601 402 411.

Fax

You can receive and send faxes at the reception, ☎ +49 3601 402 411.

Feedback

We will be happy to receive feedback about our hotel and services.

Fire 🚒

Please refer to the information sheet on your room door and the enclosed fire protection card.

Flowers

We will be happy to help you if you wish to order flowers on your stay with us.

Forgotten?

In case you have forgotten something, e.g. toothbrush, we will gladly help you with the small products from our "First Aid". Please contact the reception.

Garden

The gardens are opened in the Summer between 06:00 am until 11:00 pm.
The beer Garden is opened from 11:00 am until 11:00 pm.

Gas station

on all major roadways and motorway bridges.

Guided tours

The → [Tourist Information](#) offers public tours of the old town without pre-registration:

From Easter to October:

On Saturdays, Sundays and public holidays at 11:00 am

From November to Easter:

On Saturdays and public holidays at 11:00 am

Adults: 5,00 Euro, Children from 6 years, pupils, students: 3,00 Euro

Duration: approx. 1.5 hours

Meeting point: Tourist Information, Ratsstraße 20

You can also ask for other guided tours.

Hairdryer

The hairdryer is available free of charge at the reception.

Hair stylist

The addresses and telephone numbers are available at the reception.

We are happy to arrange an appointment for you.

Half board

You can also have dinner at the restaurant if you have booked half board or breakfast. The price is 15 Euro per person. Please contact our staff.

Holiday flats

There are three holiday flats available in our complex. These can accommodate up to four persons in each. They all have kitchen facilities, T V' and all are en-suite.

Homepage

You can visit our website at www.puschkinhaus.com.

Information

You can get information about the city, its surroundings, excursion destinations and leisure activities from our staff at the reception and the available brochures.

Internet access

→ WIFI

Iron & Ironing Board

We will bring it to you in your room if needed.

Jogging

At the front desk we will give you advices and plans with walking routes.

Laundry and ironing service

Laundry will be returned on the same day except on Saturdays, Sundays and public holidays. A laundry bag and a laundry table are in the closet of your room.

Ironing shirts	2,00 Euro
Washing & ironing shirts	3,50 Euro
Other clothes	by agreement

Leisure activities

Please contact our staff at the reception.

Lost property

If you find items, please leave them at the reception. If you are searching a forgotten or lost item please contact our reception.

Luggage service

Of course we will assist you with luggage transport. In addition our hotel provides a luggage lift which transports your suitcases and bags to the upper floors.

Luggage storage

Your luggage can be stored for you in our luggage room or at our reception until 18:00 on the day of departure.

Lunch package

→ breakfast

Newspapers

daily newspapers are available in the breakfast room or at the hotel bar.

Night lamp

The night lamp is available free of charge at the reception.

Pets / Dogs

Pets are not allowed in any of the Hotel room. They are allowed in the flats but they must be house trained. Any damage caused by the pets will be charged for, including the loss of income if the rooms are out of service due to such damage. The cost of stay for the pets is 10.00 euro per night.

Pharmacy

The next pharmacy "Jacobi Apotheke" is located in Felchtaer Straße 24 in about 450 m distance.

Phone

Choose ☎ 400 to get the reception.

Connection from room to room: "4" + room number.

Connection outside house: "0" + call number.

Photocopies

We would be pleased to provide 🖨 photocopies for you.

Pillow

We will be pleased to provide you with an additional pillow at your room.

Post box/Stemps

You can leave your mail at the reception. We will assist you with stamps.

Power supply

220 V alternating current.

Electricity and telephone adapters are available at the reception.

Quilt

We will assist you with an additional quilt in your room if needed.

Reception

The reception is open daily from 6 am to 6 pm.

Restaurant "Puschkinhaus"

The restaurant on the opposite is open daily from 11am to 11pm.
You can find the menu in the folder. We also offer you half board.

Room service

Please contact the reception: ☎ 400 or the restaurant: ☎ 204.
reception from 6:00 am to 18:00 pm
restaurant from 11:00 am to 11:00 pm.

Safe

At the reception you can keep your valuables in our hotel safe free of charge.
Open from 7:00 am to 6:00 pm.

Secretarial service

If you need copies of documents, the printout of a file, your boarding card, etc.?
Our reception staff will be pleased to assist you.

Sewing service

You will find a sewing pouch in the room. Feel free to contact us if you need help.

Shoes

In your room you will find a cleaning service. The shoe cleaning machine is placed on the floor. Please contact our reception.

Shuttle service to the train station (in return for payment)

If we have staff available, we may be able to take you to the railway station at a reasonable cost.

Smoking - We are a non-smoking hotel.

Nevertheless, we have a cigarette machine in the restaurant.

taxi

Our reception staff will gladly order a taxi for you by phone.

Taxation Berger:

☎ 0800 440 033 0

Taxi at the train station:

☎ +49 3601 424 272

Tourist Information Mühlhausen

Ratsstraße 20, 99974 Mühlhausen, ☎ +49 3601 404 770

Opening hours Tourist Information:

Mon - Fri: 09:00 am - 5: 00 pm

Sat, Sun, holidays: 10:00 am – 4:00 pm (Easter - October)

Sat: 10:00 am - 2:00 pm (November - Easter)

Train connections

You have a maximum two-hour connection with RE or EIB to Erfurt, Kassel and Göttingen (IC and ICE stations).

For further information contact the reception.

Train Station

The train station is located in appr. 1.9 km distance. For further information please contact the reception.

TV

With our TVs you can watch cable TV. Please use the TV and assure that the TV is switched on.

You will find a TV also in the hotel lobby.

Umbrella rental

at the reception.

Vouchers

Would you like to purchase vouchers? We will be pleased to prepare an individual voucher according to your wishes and budget, a glass of sparkling wine, a menu in our restaurant or a stay at our *** S hotel.

Wake up call

Please register at the reception until 6:00 pm for the next day. Our reception staff always aims to do your wake-up calls correctly.

Further option → alarm clock

WIFI

Available and free throughout the hotel.

You will get a surf ticket per device at the reception to access.

Writing paper and envelopes

You will find in this guide and at the reception.