

# Information Best Western City Hotel Woerden

Dear Guest,

On behalf of the management and staff we wish you a warm welcome to Best Western City Hotel Woerden.

It is our pleasure to make your stay a comfortable experience.

Below you will find the necessary information about our hotel and our services. If you have additional questions or need more information, do not hesitate to contact the reception (press 0100).

We wish you an enjoyable stay and hope to welcome you again in the near future as our guest in our hotel.

<b><u>AED</u></b>	At the reception an Automated External Defibrillator is available.
<b><u>Adaptors</u></b>	The voltage in the Netherlands is 220-230 Volt. Electrical and phone adaptors are available at the reception, 24 hours a day, free of charge. Please contact the reception (press 0100).
<b><u>Airports</u></b>	Schiphol Airport is situated at approximately 46.5 kilometres from the hotel. Rotterdam The Hague Airport is situated at approximately 46.2 kilometres from the hotel.
<b><u>Alarm</u></b>	In case of alarm please contact the reception immediately ( <b>press 0100</b> ) or press the national alarm number <b>0-112</b> .
<b><u>Audio visual equipment</u></b>	If you would like to rent audio visual equipment, please contact the reception (press 0100).
<b><u>Baby cots</u></b>	When necessary a baby cot can be provided in your room.
<b><u>Bar</u></b>	Our bar is open, seven days a week from 07.00 hrs until 01.00 hrs.
<b><u>Best Western Rewards</u></b>	Best Western has its own loyalty program, Best Western Rewards. Join this loyalty program and take advantage of the many <b>Rewards</b> benefits! Would you like to become a member or would you like to have more information? Please contact the reception (press 0100).
<b><u>Bicycle and scooter rent</u></b>	Would you like to rent a (electric) bicycle and/or scooter for one or more days? Please contact the reception (press 0100).
<b><u>Breakfast</u></b>	We serve breakfast, buffet style from Monday to Friday, from 07.00 hrs until 10.00 hrs. On Saturday and Sunday the breakfast buffet will be served from 07.30 hrs until 11.30 hrs. When you are not able to use our breakfast buffet, please let the reception know the night in advance. We can make the Early Express Breakfast To Go for you. You can pick this up from 06.00 hrs at the reception desk.

<b><u>Check-out time</u></b>	On the day of departure we kindly ask you to leave your room before 12.00 hrs. For a small fee and after consultation with the reception it is possible to hold your room for an amount of time.
<b><u>Credit cards</u></b>	We accept the following credit cards: Eurocard/Mastercard, Visa card, American Express.
<b><u>Doctor</u></b>	If medical attention is required, please contact the reception (press 100). You must keep your insurance data and identity at hand. Foreign guests must immediately pay cash after visiting the doctor's visit to pay cash (no debit or credit card payment only).
<b><u>Electricity</u></b>	Electricity throughout the hotel is 220-230 Volt. In your hotel room the power can only be switched on when you insert your room key in the power device. Please do not forget to take out the room key when you leave the room (in case you need to charge your electronic device(s) you will find an "always on" electrical outlet of the twilight lamp at the desk, recognizable by the orange sticker).
<b><u>Emergency exit</u></b>	On each floor there are many emergency exits. On the door of your room you will find an emergency plan. We kindly advise you to check the emergency plan. Please contact the reception if you have any questions (press 0100).
<b><u>Extra services</u></b>	Extra pillows, sheets, blankets and towels are available, 24 hours a day, free of charge, at the reception (press 0100).
<b><u>Fire alarm</u></b>	In case of fire please follow the instructions: <ul style="list-style-type: none"> <li>• Activate the fire alarm and notify the reception immediately (press 100).</li> <li>• Close all windows and doors.</li> <li>• Leave the hotel as soon as possible by using the stairs and/or the emergency exits.</li> <li>• Follow the instructions of the hotel staff, police and fire department.</li> </ul>
<b><u>Guest satisfaction</u></b>	Inside Best Western we constantly strive to improve our service and quality. We appreciate it greatly if you give us your opinion about your stay at Best Western City Hotel Woerden via <a href="http://www.bwfeedback.com">www.bwfeedback.com</a> and/or via <a href="http://www.tripadvisor.nl">www.tripadvisor.nl</a> .
<b><u>Hairdryer</u></b>	In the bathroom a hairdryer can be found.
<b><u>Hotel reservations</u></b>	Reservations for all Best Western Hotels can be made by the reception, 24 hours a day, free of charge.
<b><u>Internet</u></b>	There is free wireless Internet available throughout the hotel. To use the Internet, please follow the instructions below: <ul style="list-style-type: none"> <li>• Go to your WiFi settings of your device and choose the network 'Bestwestern'.</li> <li>• Enter the login code: 'hotelwoerden' and connect to the network of BW Woerden.</li> <li>• If you need help to log in or any other assistance, please contact reception (press 0100).</li> </ul>

<b><u>Iron/ Ironing board</u></b>	If you need an iron and ironing board, please contact the reception (press 0100). We will bring them to your room free of charge. You can keep the iron and ironing board for the duration of your stay.
<b><u>Laundry/ Dry cleaning</u></b>	If you have any laundry please leave it at the reception before 09.00 hrs. Laundry handed in on Monday until Friday will be returned within 24 hours. Laundry handed in on weekends will take longer.
<b><u>Luggage storage</u></b>	Luggage storage is available at the reception, 24 hours a day, free of charge, for the duration of your stay and up to six hours after your checkout.
<b><u>Meeting rooms</u></b>	Our hotel hosts 1 meeting room. For more information regarding the meeting room and the availability to rent audio visual equipment, please contact the reception (press 0100).
<b><u>Mineral water</u></b>	Mineral water is available, 24 hours a day, at the reception in the lobby and in the vending machine.
<b><u>Newspapers</u></b>	There is a Dutch newspaper available every day at reception, free of charge.
<b><u>Night service</u></b>	The reception is open 24 hours a day.
<b><u>Packages</u></b>	Best Western Hotels offers different packages, which can be found on the website of Best Western <a href="http://www.bestwestern.nl">www.bestwestern.nl</a> and <a href="http://www.bestwesternwoerden.nl">www.bestwesternwoerden.nl</a> .
<b><u>Parking</u></b>	There is parking available for 14 cars at the hotel. (for a small fee)
<b><u>Pets</u></b>	Pets are <b>not</b> allowed in the hotel.
<b><u>Photo-copies/Fax Post</u></b>	The reception can make copies and send faxes for you against a small fee. All your post can be handled at our reception, including postage. The reception will take care of your post at all time.
<b><u>Public transport</u></b>	Please contact the reception for more information (press 0100). The Central Train Station Woerden is 300 meters from the hotel.
<b><u>Reception</u></b>	The reception is open 24 hours a day.
<b><u>Restaurant</u></b>	Ask reception for the possibilities.
<b><u>Safety box</u></b>	For all your valuable goods a safety box is placed in your room. The management does not accept responsibility for any valuables left in your room.
<b><u>Shoe polish</u></b>	At the reception you will find an automatic shoe-polisher near the elevator.

**Snacks**

Snacks and beverages are available at the bar from 07.00 hrs until 01.00 hrs and 24 hours a day in the vending machine.

**Smoking**

Smoking is prohibited throughout the entire hotel.

**Taxi**

The reception will gladly assist you in ordering a taxi for you.

**Telephone**

It is possible to place a national call as well as an international call from your room:

Local calls 0

International 0-00 (dial 3 zeroes shortly after each other)

The telephone costs per country can be obtained at the reception and will be automatically registered (costs per minute).

**Some international access codes:**

England	44	Sweden	46
Germany	49	U.S.A.	1
Belgium	32	Israel	972
France	33	Japan	81
Spain	34	Australia	61
Italy	39	Indonesia	62

**Toiletries**

A selection of toiletries is available for our guests, 24 hours a day, free of charge, at the reception:

- \* Shower cap
- \* Razor/ shaving cream
- \* Comb
- \* Toothbrush and toothpaste in one
- \* Sewing kit
- \* Sanitary napkins
- \* Face towel/ wash cloth

**Umbrella**

Umbrellas are available at the reception for € 15,00 deposit

**Wake-up call**

Call reception to set you wake up service (press 0100)

Use the '**GUIDE**' button to see the list of channels.

With the '**TV/RAD**' button can be switched from TV to radio and vice versa.