

Guest information A-Z

Air-conditioning	The rooms have ceiling heaters/coolers, which you may regulate between “-5 up to +5”. This system is noiseless and allows a gentler temperature regulation (opposed to classic ACs). Please note that it will take up to 20 minutes for the system to adapt a new temperature.
Airport Blue Danube	Our reception team will gladly help you with departures and arrivals. We are pleased to arrange for transportation as well.
Arrival	Rooms will be ready to check-in any time after 3pm.
Bank/Cashpoint	The closest bank is located at Rudigerstraße 5-7, approximately 150m (492ft.) away from the hotel.
Bar	The bar at the hotel is open for guests Mo – Sat: 4pm to 12pm. (Please note that opening hours may vary on bank holidays)
Bike garage	Next to the meeting centre you can find the hotel’s bike garage where you can leave your bike for € 5,00 a night. The hotel assumes non liability for bikes left outside the garage.
Bathrobe/Sauna towel/ gust supplies	Bathrobes/towels (in Superior or Suite category) or guest supplies can be found in your room (except from standard category) or fetched at the reception, free of charge. Per request, we can also take them to your room. (room service fee € 6,00) We do reserve the right to enter a security deposit of € 30,00, if deemed necessary.
Blinds, Store and Black out	Please see our technical information sheet
Breakfast	Breakfast is served from 6.30am to 10am. On weekends and bank holidays until 11am.
Business centre	We offer the following services at the front desk: copies (b/w) or prints: Euro 0,30/ per A4 page.
Church service	in English at St. Mary`s cathedral: Sundays at 4.30pm.
City map	Free maps are available at the front desk.
Copies	Any member of our front office team will gladly run off any copies you need made at the rate of Euro 0,30 (b/w) per page.

Departure	We'd kindly ask you to leave your room until 11am on the day of your departure.
Doctor	Our front office team will gladly call ahead and assist you with translations.
Electrical	Austria's standard voltage is 220 volt AC. If you need an adaptor, please contact our front office team.
Emergency Calls	In case of emergency, please call Fire department.....122 Police department.....133 Ambulance/doctor.....144 Doctor on call.....141 International emergency call.....112
Fitness	The closest gym is "John Harris Fitness", located at the Atrium City Center. Information and directions are available at the front desk (deducted prices for hotel guests).
Flight and train connections	Please ask at the front desk for timetables
Flowers/Bouquets	If you need any flower bouquets or arrangements organised, please let us know one day in advance – we will be glad to assist you.
Gift Voucher	Available for purchase at the reception. You may choose between a monetary gift voucher or prepaid room/stay at the hotel.
Hair dryer	please see the upper drawer in your bathroom.
Hairdresser/Pedicure	We recommend "Inmann", which is located only 5 walking minutes away at Spittelwiese 5. Tel.: +43 732 77 34 47 Opening hours: Mo & Sat: 8am - 5pm, Tue - Fri: 8am - 7pm
Housekeeping	Tel. 120 - our front office team will gladly provide you with additional pillows, blankets and towels.
Key Cards	When checking in you will receive a key card that opens your room door, the spa area, garage door and hotel entrance. Please keep the card in a safe place and hand it back upon check out – thank you!
Laundry service	Please drop off your laundry until 9am at the latest if you wish to get it back the same day (surcharge 50%); otherwise it will be returned the next day. Please see price list in your laundry bag.

Light in your room	Insert your card into the card holder by your room's entrance door. For more information please see the technical information sheet
Linz	As the capital of Upper Austria, Linz has a population of 203.000 inhabitants living in a city area of more than 9.600 hectare. www.linz.at/english/
Lost and found items	Can be picked up at the front desk (stored there up to 6 months)
Luggage	Please contact the front desk at 120, we'll be happy to help.
Mail	Incoming mail can be picked up at the front desk. The next post office is located at Landstraße 85.
Meeting	Please contact the front office and ask for someone from the meeting division
Mirror	in the bathroom doubles as a wall (please slide to the side)
Night Audit	Please dial 120. Our team is at your service 24/7.
Parking	Public underground parking is available for our guests at any time. For more information see the table of prices displayed there. Short-term parking zones (fees apply) can be found around the hotel and are accentuated by blue ground markings. Yellow markings generally signify no-waiting areas.
"paul's kitchen.bar"	Paul's is open Mo - Sat from 11am onwards (closing times vary). Hot food is served between 11.30am - 10.30pm. They are closed on Sundays and bank holidays. This restaurant places great value on using fresh, seasonal and regional products, creating something of exceptional taste and quality. Be it fresh fish, vegetarian dishes or the traditional T-bone steak, it is safe to say that there is something for every taste at Paul's. Should Paul's be already booked you may also try the restaurant Stadtliebe, which is open from Mo – Sat: 10.30am to 00/2am. Reservations: +43 732 77 06 05
Pastry Shop	Pâtisserie "Jindrak" is located in Herrenstrasse 22 Opening hours: Mo – Sat: 8am - 6pm, Sundays and bank holidays 8.30am - 6pm. Get the original "Linzer Torte" right there.

Payment	We accept cash (Euro), Mastercard, Visa, JCB and debit card (EC).
Pets	Pets need to be registered in advance. We charge € 15,00 per day for our four-legged friends. We offer accommodation only (no food etc. included)
Pharmacy	“Apotheke der Barmherzigen Brüder”, Herrenstrasse 33 (opposite the hotel) Opening hours: Mo – Fri: 8am - 6pm and Sat: 8am until noon.
Reception	The front desk is manned 24/7. The front office team is always happy to help.
Restaurants	Please contact our reception team for recommendations and information.
Sauna/steam bath	Sauna and steam bath are at your disposal from 4pm - 10pm. If you wish to use them outside of regular opening hours, please contact the front desk (it may take up to 30 minutes for the sauna / steam bath to (re)heat).
Shoeshine machine	Can be found opposite the toilettes on the ground floor
Shopping	Take a stroll along Landstraße (pedestrian zone) in the city centre or shop within the walls of the following shopping centres: Arkade: Taubenmarkt, Landstraße 12 Passage Linz: Landstraße 17 Atrium City: Landstraße 33 Plus City: Pasching – take tramway no. 3
Smoking	Our hotel is a strict non-smoking area. In case of non-compliance we reserve the right to charge an additional fee of € 50,00 for room cleaning (even after check-out from your credit card). In case of smoke detector alarm or even a fire fighting intervention costs may rise up to € 560,00. Furthermore, another night will be charged if the room cannot be sold due to odour nuisance. This also applies to e-cigarettes!
Stationery/envelope	Enclosed in this folder
Spinnerei	Coming in Summer 2020 is the new Design hotel Spinnerei. Get your rooms from € 59,00 upwards. Reservations: office@spinnerei-hotel.com

Takeaway Food	<p>brought along food may not be taken into the room. (Apartments excluded)</p> <p>In case of non-compliance we reserve the right to charge an additional fee for room cleaning of € 50,00 (even after check-out from your credit card).</p>
Taxi	<p>We will be pleased to arrange your taxi transfer, please call 120.</p>
Telephone	<p>The telephone in your room is an in-house phone. If you wish to call another room, simply dial the room number. For external calls, please start with "0", followed by the phone number. The costs for your phone call will be charged to your room. If you want to be called back on your room, please forward this number +43 732 77 30 00.</p>
Telephone numbers	<p>For Emergency phone numbers see above The hotel's phone number is + 43 732 77 3000</p>
TV	<p>Our TVs are computer controlled. The TV unit needs up to 30 seconds to power up. There are 73 national and international channels available. (Channel list can be found enclosed on the last page)</p>
Wake-up call	<p>You require a wake-up call? Please register at the reception or program your wake-up call yourself with your telephone (dial *55time# - for example for a wake-up call at 08.30am, dial *55*0830#).</p>
WIFI	<p>Free Wi-Fi is available throughout the hotel. The password can be found on the back of your keycard holder.</p>

HOTEL AM DOMPLATZ

opened in 2009, Architect Josef Hohensinn

Lobby: „Language is the most important aid to communication “

This text has been translated into various languages and is displayed in phonetic script. When phonetic script can be read and pronounced, any text in any language whatsoever can be communicated without understanding what it means. Here writing is made temporarily visible through light.

Room: Braille is a code that is hardly known to those who can see

We have raised Braille to a new metalevel and implemented it as an image. Those who can see regard what they can see as visually attractive. They will presumably only realise later that the image is a text panel with Braille that can be “perceived“ by blind people.

Little box – give and take

Box made of fine wood. In each room, created by a sheltered workshop, oiled wood, the inside is lined in velvet, put on the table in each hotel room. If you look into the box, a text on the inside of the lid invites you to keep whatever was put into the box and/or to put something into the box for the next guest.

Art: Curator Mrs. A. Kreischer – permanent exhibitions with Italian art in house, information at the front desk or directly:

mobile: +43 (0)664 32 17 746

Email: agneta.k@tele2.at