

# Guest Information

Dear Guests,

We are delighted to welcome you to Hotel Terrace and we hope that you feel at home far away from home. If you have any questions or need additional information, please do not hesitate to contact one of the members of our team. Some important information about our facilities and services.

## Bar

We offer you a variety of traditional and local drinks. We are serving fresh drinks and small snacks in our lounge from Wednesday to Sunday (16:00 until closing time)

## Kitchen (Restaurant YAKA)

Our authentic Sri Lankan and Regional cuisine is open from Wednesday till Sunday (18:00 – 21:00).

## Breakfast

We offer breakfast from Wednesday till Sunday in our breakfast room (08:00-10:00).

Breakfast will be served in your room on Mondays and Tuesdays. Due to the actual covid-19 situation, breakfast rules can change from day to day. If you wish to have breakfast earlier than 8 o'clock, we can arrange breakfast in your room.

## Bike Rental

Electric and normal touring bikes are not available at the property. Nevertheless, you can reserve bikes at a nearby shop. (Reservations must be prebooked 24 hours in advance during weekdays and 72 hours before weekend)

## Cancellation

When you finalize a reservation, you are bidding a legal contract between guest (who make the reservation, person or company), portal (booking platform where you book our hotel) and host (Hotel). Different booking platforms and hotels have different cancellation policy depends on the various factors. Kindly, read careful your cancellation policy. Free cancellation, up to 7 days before arrival. After 7 days, we will charge your credit card with the total amount of your stay. Early departure will be charged with the total amount of your stay.

### Car Parking

Free Private Parking at the hotel.

### Check-In & Reception

Guest can check-in from 16:00 – 21:00. Late self-check-in is possible. We will send you a code by mail to open the key box at our hotel door. Mondays & Tuesdays are self-check-in days.

In case of further questions, you can reach us by phone.

### Express Check-out

The latest time for checking out is 11h00.

Late check-out will be charged on your credit card with an amount of 20 euro per hour.

During your Express Check-out, kindly give a thorough look at your room for avoiding missing belongings. We ask you to drop off your room key inside our drop box nearby our hotel door.

### Children & Bed

Children are welcome in our Hotel.

0 - 1 year Can use an existing bed FREE

Can use a cot upon request € 15 per child, per night

2 - 6 years Can use an existing bed € 7 per child, per night

7 - 10 years Can use an existing bed € 9 per child, per night

The supplements are not calculated automatically in rates. Guests must pay at the reception.

### Deposit

Depends on the room rate policy.

Non-refundable rates: If you are not providing a valid credit card as a guarantee, we will ask you for a 200€ deposit in cash.

Please give attention to payment policy before making reservation.

### Fire / Emergency

In case of fire or other emergency and alarms. Call 112.

### Damages, Breakages and Antisocial Behavior

Mutual respect, Courtesy & Love are the standards that comprises in Hotel Terrace. We are a small hotel and is maintained by handwork and craftsmanship from various people. Unfortunately, there are people who do not treat our staff and property in a similar manner as we do. Guests are responsible and liable for any breakages or damages, which you and/or those that accompany you or visitors, whether they are staying in the hotel or not, cause to the hotel, accommodation and its contents including the associated parts of the hotel. We ask your cooperation to report back to us any incident, as soon as it occurs to solve the situation.

We will charge your credit card for :

- Damage/ Breakage or missing items (depends on the damage).
  - Further charge for not reporting back to us (up to 50€).
  - Cost for repairing the caused damage.

Additionally, the hotel will charge a minimum of 150€ for soiled bedding, towels, carpets, furnishings, and coloring caused by room holder, but not limited to, vomit, food and drink stains, blood and bed wetting. The hotel will also charge in full for any lost room nights resulting from any such damage and incidents mentioned in these conditions. (up to 150€/night)

Excessive loudness, disturbance, inconvenience discomfort, and misconduct to our guests/or staff is unacceptable. Such behavior will result to evacuate the room and hotel premises but will be charged fully for booking and damages.

### Doctor

If you are in need for medical general practitioner, nearest hospital is:

Centre Hospitalier du Nord  
120, avenue Lucien Salentiny  
L-9080 Ettelbruck

In case of pharmacy search: [www.pharmacie.lu](http://www.pharmacie.lu)  
24h/24h open

### Laundry facility

Extra charges will apply (ask our reception). Reservation at the reception is only available the day before dropping off your laundry to the cleaning lady. You can drop off your laundry bag by the cleaning lady before 9 o'clock in the morning. Return between 24 hours and 72 hours.

### Hairdryer

All the bathrooms in our hotel are equipped with portable hairdryer.  
Please use electric appliance carefully & responsibly.

### Hotel & Room Key

Guests are provided with one key during check-In. The key will open your room door and the hotel door. Please keep your key with you whenever you leave the hotel as staff is not at reception all the time to open the front door. The hotel door locks automatically when it closes. Guests were provided with one key per room regardless of room category. In case, you lost the key, inform the reception immediately. As it takes time to make duplicate and unfortunately we have to charge extra for this. (30€ / key). Further charges for not reporting back to us (up to 50€ / key).

### House Keeping

Our House Keeping staff starts cleaning your room from 10:30 till 18:00. If you don't want to get disturbed, kindly hang the 'Do not Disturb' sign at door. Our staff will not enter the room and your room will not be refreshed. Beddings will be changed the third day of your stay. On demand, we can replace your bedding before the third day with additional charges. (8€ per person). Please request one day before changing.

### Internet

Free Wifi is available at the property.

Password: please ask the reception

### Items Left Behind

We recommend you to take care of your belongings. In case of negligence, if you have forgotten something in the hotel, inform us immediately. We will inform our staff for lost items to look for it.

Small important stuff (e.g: documents, jewelry, electronics etc) could be posted on the expense of guests. For larger item, guests have to make arrangement themselves.

### Lift

The hotel has no lift. Kindly prepare for stairs to walk and if you wish, we will carry your luggage up to your room. (Burn calories instead of electricity).

### Non-Smoking

Hotel Terrace is a Non-Smoking establishment which complies with law of health and security regulation. Smoking inside the hotel (rooms, reception, toilets or hallway, etc..) is completely prohibited. In case of violation, 150€ will be fined and if Fire Alarm get activate 500€ will be fined. Your reservation could be canceled and no guarantee of refund.

### Payment

Hotel payments are due by arrival at the reception. Non-refundable rates will be debited from your credit card up to 7 days before arrival. In case your credit card is not valid, or you are not providing a new credit card, the reservation might be automatically cancelled. (Other option is a deposit of 200€ in cash or bank transfer). We accept Cash (only Euro), Bank Card and VISA, Master, Maestro card.

### Pets

Pets are not allowed in the hotel rooms. Well behaved pets are only allowed in the restaurant.

### Room Service

Room Service is not available at this property. In case, you need anything, kindly contact our reception in person. Our staff will do the best to accommodate your request.

### Security

Restaurant front door is usually locked during the day. Guests need key every time to re-enter the hotel. In case you forget your key during reception time, our staff is happy to open the door for you. We have installed CCTV cameras in reception area and hotel surroundings. But we highly suggest you to take your valuables. Don't leave it outside your room. The hotel will not be responsible for it. Lock your door whenever you are leaving the room or staying overnight.

### Taxi

Guest can call for taxi 24 hour all the week from "EURO TAXI SARL"  
Tel: +352 621 223 947

### Telephone

Telephones are provided in the rooms. Please dial 0 for reception call.

### Television

All the rooms are equipped with remote control, flat screen energy efficient television. You can find the program list in the guest information book.

### Visitor

You can meet your visitors at our hotel lounge. Visitors are not allowed in your hotel room because of fire and security reasons. Please tell your visitor to respect hotel regulations and policies. Also read damage section for further details.

We ask your cooperation and understanding.

### Thank you

We hope you fully enjoyed your stay and discover our beautiful region. We are providing all the service as good as we can. However there is always place to improve and we are happy to listen only to honest productive feedback from our dear customers. We highly appreciate if you can give us a feedback either by personal hand written note or via e-mail ([info@terrace.lu](mailto:info@terrace.lu)). We will do our best to implement it and obviously you will be the first to hear from us.