

# Guest Information

Dear guests,

We are delighted to welcome you to the Hotel Terrace and hope you will feel at home.

## RESTAURANT AL TAGLIO

Table Reservation

*info@altaglio.lu*

Monday – Saturday: 18h00 – 22h00

## BREAKFAST TERRACE

Please book your breakfast in advance

*info@terrace.lu*

Monday – Friday: 7h30 – 9h30

Weekend & Holidays: 8h00 – 10h00

## WIFI

Free Wi-Fi is available on site.

Username: hotel\_guest

Password: **hotelterrace**

## CAR PARKING

Free private parking at the hotel.

## **REGISTRATION – CHECK-IN**

We will send you before 4 p.m. a code by mail to open the key box to take out your room key.

If you have any further questions, you can reach us by phone throughout the day.

## **EXPRESS DEPARTURE**

The check-out time is before **11:00 am**.

When checking out, please check your room to avoid missing items. We ask that you deposit your room key in our drop box next to our hotel door.

## KIDS & BED

Children are welcome in our hotel.

0 - 1 year old Can use an existing bed for FREE  
Possibility to use a cot on request € 15 per child, per night  
2 - 6 years old Can use existing bed €7 per child, per night  
7 - 10 years old Can use existing bed €9 per child, per night

*Supplements are not calculated automatically in the rates.  
Customers must pay at reception.*

## RATES

Non-refundable rates:

If you do not provide a valid bank card as guarantee, we will ask you for a deposit of €200 in cash.

## FIRE / EMERGENCY

In case of fire or other emergencies. Call 112.

## DAMAGE, BREAKAGE AND ANTI-SOCIAL BEHAVIOR

Mutual respect, courtesy and love are the standards that make up the Hotel Terrace. We are a small hotel maintained by the manual work and the know-how of various people. Unfortunately, these are people who don't treat our staff and property the same way we do. Guests are responsible for any breakage or damage that you and/or those accompanying you or visitors, whether staying at the hotel or not, cause to the hotel, the accommodation and its contents, including the associated parts of the hotel. We ask for your cooperation in reporting any incident to us as soon as it occurs in order to resolve the situation.

*We will charge your credit card or send a registered letter for:*

- *Damage/breakage or missing items (depending on damage).*
- *Supplement for non-reporting (up to €50).*
- *Cost of repairing the damage caused.*

In addition, the hotel will charge a minimum of €150 for bedding, towels, carpets, furniture (>€1500) and dirty staining caused by the guest in the room, but not limited to vomiting, food and drink stains, blood and enuresis. The hotel will also invoice all nights lost resulting from such damages and incidents mentioned in these conditions. (Up to 250€/night/room)

Excessive noise, disturbance, inconvenience, discomfort and misconduct by our guests/or staff is unacceptable. Such behavior will result in the evacuation of the room and hotel premises but will be charged in full for the reservation and damages.

### **DOCTOR**

If you need a **doctor**, the nearest hospital is:

North Hospital Center  
120 Avenue Lucien Salentin  
L-9080 Ettelbrück

If you are looking for a **pharmacy**:

[www.pharmacie.lu](http://www.pharmacie.lu)  
Open 24/7

### **HAIR DRYER**

All bathrooms in our hotel are equipped with portable hair dryers.  
Please use electrical devices carefully and responsibly.

### **HOTEL ROOM KEY**

The key will open your room door and the hotel door. Please keep your key with you whenever you leave the hotel as the staff is not at reception all the time to open the front door. The hotel door locks automatically when it closes. Guests received one key per room, regardless of room category. In case you have lost the key, inform the reception immediately. As it takes time to produce duplicates, we have to charge extra for it. (30€/key). Additional charges for not reporting to us (up to €50/key).

### **ROOM CLEANING**

Our housekeeping lady starts cleaning your room from 11 a.m. till 4 p.m.

If you do not want to be disturbed, please hang the "Do Not Disturb" sign on the door. Our staff will not enter the room and your room will not be refreshed. Bedding will be changed on the third day of your stay. On request, we can replace your bedding before the third day at an additional cost. (8€ per person). Please ask for a day before changing. Towels will be replaced daily in the morning and if you wish you can request additional towels during the day. In case you need more bathroom products like toilet paper, you can ask our housekeeper.

### **CANCELLATION**

When you finalize a reservation, you enter a legal contract between you (who makes the reservation, person or company), the portal (reservation platform on which you reserve our hotel) and the host (hotel). Different booking platforms and hotels have different cancellation policies based on various factors. Please read your cancellation conditions carefully. Free cancellation, up to 7 days before arrival. After 7 days, we will charge your credit card for the total amount of your stay. An early departure will be charged the total amount of your stay.

### **SECURITY**

The restaurant's front door is usually locked and opens for restaurant service. Guests need their room key each time to enter the hotel. We have installed CCTV cameras around the hotel. But we strongly suggest that you take your valuables. Don't leave it outside your bedroom. The hotel will not be responsible for this. Lock your door every time you leave the room. We have a safe in each room for your belongings.

### **TAXI**

Customers can call a taxi 24 hours a day all week from "EURO TAXI SARL"  
Tel: +352 621 223 947

### **TELEVISION, AUDIO, NEWS**

All rooms are equipped with remote control, energy efficient flat screen TV. You can find the program list in the customer information book with all international channels. Radio and music channels are included.

### **VISITORS, FOOD & BICYCLE**

Visitors are not allowed in your hotel room for security reasons. Please tell your visitor to obey the hotel rules. Also read the damage section for more details. The same prohibition for your bicycles and food consumption. We ask for your cooperation and understanding.

### **THANK YOU TO OUR PRECIOUS CLIENTS**

We hope you fully enjoyed your stay and discovered our beautiful region. We provide all services as well as possible. However, there is always room for improvement and we welcome honest and productive feedback from our valued customers.

We greatly appreciate if you can send us your comments by e-mail ([info@terrace.lu](mailto:info@terrace.lu)). We will do our best to implement it and of course you will be the first to hear from us.