

Address

HOTEL Am Kloster | Mühlenstraße 6-7 | 29342 Wienhausen | +49 5149 185550

Allergy Bedding

If you require special pillows, please ask at the reception.
Our duvets are allergy-friendly.

Allergies/Dietary

If you need special food requirements for breakfast please inform the reception upon your arrival.

ATM

Sparkasse: You will find the next ATM on the main road on the right-hand side.

Baby beds and accessories

Available at the reception.

Barber/Hairdresser

There is a hairdresser near the hotel. Please ask at the reception for directions.

Bathrobe

Available at the reception.

Bedding

Daily change of bed linen upon request.

Bicycles

Two electric and a number of normal bicycles are available for rent at our hotel.

Breakfast

Monday to Friday from 06:30 am to 10:00 am.

Saturday, Sunday, and on public holidays: 7:30 am to 10:00 am.

Car Rentals

Please ask at the reception for further information.

Car parking availability

Free parking is available right behind the hotel.

With pleasure, we will park your car for you. Please ask the reception staff.

We accept no liability for this service.

Chargers

Mobile phone chargers and adapters are available at the reception.

Checkout

Please vacate the room by 11:00 am.

Late Checkout

Possible until 2:00 pm, depending on availability and may be subject to extra charge.

Express Checkout

Available, if you provided your credit card details upon arrival.

You will only need to drop your keys at the reception when leaving.

Children

Up to the age of 6 stay free of charge in their parent's room.

We charge € 10 for breakfast for children aged 6 to 11.

Children at the age of 12 and older pay € 30 for an extra bed, including breakfast.

Church

Information about the nearest church and times of worship services is available at the reception.

Cosmetics

You will find shower gel, shampoo and a sewing kit in your bathroom.

Slippers are in the wardrobe.

If you need a shaver or a toothbrush, please ask the reception.

Coupons/Vouchers

Available at the reception and can be used for discounts at our KLOSTER-KAFFEE.

Credit Cards

We accept American Express, MasterCard, Visa, EC-Cash and Maestro.

Doctors/GP

Dr. Mikhail Melkumov, Schaffeld 10, 29342 Wienhausen

Phone: 0-05149 277

Dr. Eugen Baiduc, Schaffeld 10, 29342 Wienhausen

Phone: 0-05149 98060

Our staff will gladly assist you, if you require any medical help

Emergency

Inform the reception immediately

Fire brigade: **0-112**

Police: **0-110**

Reception **109**

Emergency exit

Description and escape plans can be found next to the entrance of your room.

Electricity

220 Volt.

Fax

You are welcome to use our fax service at the reception.

The hotel's fax number is: +49 (0) 5149 18555-11

Fire

Inform the reception immediately.

Fire brigade: 0-112

Police: 0-110

First Aid

Please ask at the reception, if medical assistance is required.

Flights

Hannover airport phone number: 0-0511 977-0

Information and service at the reception.

Hairdryer

Available in your bathroom.

Internet

Please use our free wi-fi.

Ironing

Irons for self-service are available at the reception.

We are happy to iron your laundry for a small fee.

If you request it in the morning, your laundry will be ready the same day.

Kettle

A kettle is available in your room with a free selection of hot drinks to enjoy.

Laundry service

Please give your laundry bag with the filled out form at the reception staff before 10 am (both can be found in your wardrobe). Usually, laundry will be returned on the same day.

Luggage service

We will happily help you carry your luggage. Please ask at the reception.

Map of town

A map can be found inside your information folder.

Minibar

In order to save resources, our rooms do not offer minibar service anymore.

However, you will find a large selection of cold drinks and snacks inside the large refrigerator in Houses 1 & 2.

A bottle of water will be provided free of charge upon your arrival.

Moorland/Heath area

The nearest heath area is around 40 kilometers away from the city center.

We recommend the "Misselhorner Heide" where you can also find carriage service, which is a great experience for the whole family.

News / Personal messages

Messages for you will be left at the reception.

Night duty

There is no night duty on-site. In urgent matters, please call the night phone via 0 05149-18555-0.

Payment

Please check out by 11 am.

We accept cash, European Cash Card, American Express, MasterCard, Visa and Maestro.

If you are in a hurry in the morning, you can pay the night before you leave.

Petrol Station

The nearest petrol stations are located in Eicklingen (5 km away) and Altencelle (7 km away)

Pets

Pets are not allowed in the hotel.

Pillows

Please ask the reception for a selection of pillows.

Pharmacy

Nearest pharmacy: Klosterapotheke Wienhausen, located at Hofgarten 2, 29342 Wienhausen

Phone

To make an outside call please dial „0“ in front of the phone number.

To receive a direct call to your room, dial: +49 (0) 5149 18555 followed by your room number.

You can make free calls to anywhere in the world (excluding special numbers).

„Please do not disturb“

If you do not want anyone to enter your room or if you do not want it to be cleaned, please hang the sign on the outside of the door handle.

Postal service

You can check incoming and outgoing mail at the reception desk.

The post office is located in the Edeka market on the main street.

Questionnaire of store and hospitality

Please take a moment to answer the following questions.

Your feedback will help us reflect on our service and give us the opportunity to improve it.

Railway station

The next railway is located in Celle, which is about 12 km away.
You can get there by calling a cab or using bus line 5-55.

Reception

The reception opening hours are from 5:30 am until 9:30 pm.
You can call us anytime using the phone in your room.

Restaurants

Please ask at the reception for recommendations.

Room service

We offer a beverage service for your room during reception hours.
To place an order, please dial 109 on your room phone.

Safe

You will find a safe with the manual in your closet.

Sauna

You can use our sauna on request for an extra charge of € 5 per person.
Bathrobes and towels are provided.

Sewing kit

A sewing kit is in your bathroom.

Shoe care

A shoe shine machine is located on the ground floor.

Smoking

Smoking is only allowed outside the hotel buildings.

Stamps

Stamps are available for purchase at the reception.

Taxi

Please use our taxi service at the reception.

If you need a taxi on the road, please dial: +49 (0) 5141 28001.

Theater

Information and services related to the theater are available at the reception.

Towels

If you need additional towels please contact the reception for assistance.

TV

A TV is available in your room. For a list of channels, please find a list below.

Channel		Channel	
ARD	1	Sport1	9
ZDF	2	Tele5	10
NDR	3	KIKA	11
RTL	4	EuroSport	12
Vox	5	Sat.1	13
BR	6	Pro7	14
Kabel1	7	NDR1	15
Welt	8	NDR2	16

Umbrellas

Umbrellas are located in the hotel buildings and can be borrowed. Please return them after use.

Valuables

We do not assume any liability for your valuables in the hotel room.

Please use the safe in your closet to store your valuable items.

Wake-up call

If you need a wake-up call, please inform the reception staff the evening before about your desired wake-up time.