



Aparthotel 1A

ankommen • wohlfühlen • genießen

Dear Guest,

We would like to warmly welcome you to our APARTHOTEL 1A - Hotel Garni in Zwickau and are delighted to be your "home away from home."

To ensure your comfort during your stay, we have compiled some important information to complement your conversation with us.

Feel free to approach us in person at any time or contact us via:

Email: info@aparthotel-1a.de

Phone: +49 (0) 375 / 275750

SMS/WhatsApp: +49 (0) 172 / 7949723

We wish you a pleasant stay!

Best regards,

Your Abiata Bendix and the 1A Host Team

Contact Information: Aparthotel 1A, Owner Abiata Bendix,
Robert-Müller-Straße 1A, 08056 Zwickau, Phone: 0375/275750,
Fax 0375/2757530, Email: info@aparthotel-1a.de,
Website: www.aparthotel-1a.de

QR Codes: Simply scan the QR code with your mobile camera to access the corresponding page or form:

Digital Registration Form:	
Cancellation of Breakfast:	
Ordering a Packed Lunch:	
Breakfast Reservation:	
Comments about your Stay/Room, etc.:	
Online Guest Handbook:	

A

Arrival and Departure:

Your room will be available on the day of arrival from 2:00 PM. You are welcome to collect your room key before 2:00 PM, and we will bring your luggage to your room as soon as it is ready.

For arrivals outside of reception hours, check-in is done through our key safe. We will provide you with the key code through the booking channel. Alternatively, you can request the code through our digital registration form.

On the day of departure, we kindly ask you to vacate the room by 10:00 AM. If you wish to depart later, please inform us at the time of booking. For departures before 7:00 AM, please settle the bill on the previous day.

Allergy Pillows:

We are happy to provide you with microfiber pillows instead of feather pillows. Simply let us know!

B

Bathrobe:

You can borrow a cozy bathrobe from us during your stay. We require a deposit of €30 per bathrobe, payable in cash upon collection. You will receive the deposit back upon returning the bathrobe personally. If there are any damages, we will retain the deposit.

Beverage Service:

The bottle of water in your room is complimentary. Please leave the empty bottle if you don't want to take it with you. If you wish to take the bottle, please pay the €0.25 deposit at the reception.

Breakfast:

Our breakfast room is located in the basement, right next to the reception. If you wish, we can also serve breakfast in your room. Please select your desired items from the breakfast menu and provide it to us the day before.

At our individual buffet, you are welcome to help yourself as much as you like. Scrambled eggs and/or fried eggs are prepared a la minute by us, while boiled eggs are available on our buffet. We bake the rolls as needed, and the coffee is always freshly brewed. We kindly ask you not to take food with you.

Breakfast hours:

Tuesday to Friday: 07:00 AM - 10:00 AM Monday / Saturday and Sunday as well as public holidays: Not available

For a small service fee of €3.00 per person/breakfast, we can provide breakfast earlier. Please inform us of your request by 6:00 PM the day before.

Do you need to leave the house even earlier or want a meal to take on the go? We are happy to prepare a packed lunch according to your preferences (price €10.00 per person/package).

You will find small portions of vegan and vegetarian products on our buffet. To better accommodate your needs, please inform us in advance if you have any special requests that need to be prepared in advance.

We currently do not offer gluten-free products, so it is advisable to inform us before your arrival.

Feel free to reach out to us with any requests!

Bread for Self-Catering:

If you choose not to have our breakfast but also don't want to go to the bakery in the morning, we can provide you with some of our bread. Please let us know before 6:00 PM on the previous day.

We plan 3 rolls per person, and the price is €2.00 per delivery per person.

Bouquet of Flowers:

If you'd like to surprise a loved one with a beautiful bouquet of flowers, we can help you with that. Just inform the reception, and we can organize some lovely flowers for you, even before your arrival.

Birthday Bouquet: €29.00 Heartfelt Bouquet: €35.00

If you want to create your own bouquet, here is the contact for our trusted florist:

Floribunda, Bahnhofstraße 4 (5 minutes walk), Tel.: 0 - 0375 / 241964 Monday to Friday 07:00 AM - 05:30 PM Saturday 08:00 AM - 12:00 PM

Bank:

Sparkasse Zwickau, Crimmitschauer Straße 1 Monday to Friday
09:00 AM - 12:00 PM Mon./Tue./Thu. 01:00 PM - 06:00 PM
Wednesday closed

Volksbank Zwickau e.G., Bahnhofstraße 1a Mon./Tue./Thu.
08:30 AM - 06:00 PM Wed./Fri. 08:30 AM - 02:00 PM

Baby Bed:

We are happy to provide you with a baby bed free of charge.
Please inquire at the reception.

Bed Linen:

If you wish, we can change your bed linen daily for an
additional charge of €9.90 per person per night.

Blanket:

Do you need an additional blanket? You can find a fleece
blanket in the closet or on the shelf. If you're still feeling cold,
we'd be happy to provide an extra bedcover for you. We
charge a one-time fee of €5.00 per person for this service.

Book Online:

Through our website, you have the option to book your room
directly. As a thank you for using this feature, you will receive a
5% discount on the room rate with the promo code "Online."
Give it a try: www.aparthotel-1a.de

C

Check-In:

Your room will be available on the day of arrival from 2:00 PM. Of course, you can collect your room key before 2:00 PM. We will bring your luggage to your room as soon as it's ready.

For arrivals outside of reception hours, check-in can be done through our key safe. We will always send the key code through the booking channel. Alternatively, you can request it through our digital registration form.

If necessary, a personal meeting with a staff member can be arranged by appointment. We are available by phone 24 hours a day.

Check-Out:

We kindly ask you to vacate your room on the day of departure by 10:00 AM so that we can prepare it for the next guest.

If you wish for a later check-out, we can accommodate this request based on current availability for an additional service fee:

From 10:00 AM to 11:30 AM: 50% surcharge of the nightly room rate
After 11:30 AM: 100% surcharge of the nightly room rate
(Note: This option is only possible with prior arrangement and subject to availability.)

Cinema:

To the "FILMPALAST ASTORIA" cinema, it's about a 5-minute walk in the direction of Georgenplatz. We'd be happy to show you the way on the city map. You can find the current film schedule at: <https://zwickau.filmpalast.de/programm>

City Map:

Naturally, we have a small city map with nearby streets and important points available at the reception.

In addition, we offer larger, weather-resistant city maps for sale for €3.99. On the back, you'll find many attractions, Zwickau's bus route network, and the stop plan for the city's public transportation company.

You can also purchase the city guide "Zwickau in a Day" for €5.00. This beautifully illustrated brochure covers all the major sights on 63 pages and guides you on a walk through 900 years of city history.

For all cycling and hiking enthusiasts, we have the "Zwickau and Surroundings" hiking map available. This includes various excursion, dining, and leisure tips, as well as tour suggestions for your next adventure.

In addition, you'll find extensive information materials on guided city tours, excursions, and all local attractions on our flyer wall in the basement.

Copy Service:

We offer document copying services at the following prices:
Black and White Copy: €0.50 per page
Color Copy: €1.00 per page

Credit Cards:

You can pay with the following credit cards: Master Card, Visa Card, American Express, as well as in cash and with an EC card.

Charging Cable:

Have you forgotten yours? We have a small selection of the most common models available for you to borrow for free.

D

Doctor:

Dr. med. Blasko, Elke, General Practitioner,
Bahnhofstraße 9 (5 minutes walk), Tel.: 0 - 0375 / 2000916
Monday 08:00 AM - 12:00 PM and 02:00 PM - 04:00 PM Tuesday
08:00 AM - 12:00 PM and 02:00 PM - 04:00 PM Wednesday
08:00 AM - 12:00 PM Thursday 08:00 AM - 12:00 PM and 02:00
PM - 05:00 PM Friday 08:00 AM - 12:00 PM

Emergency Doctor: 0 - 9222

E

Emergency:

In case of an emergency, please dial:

Medical Emergency (Notarzt): 0-19222 Fire Department
(Feuerwehr): 0-112 Police (Polizei): 0-110

or internally contact the reception: 10 If the reception is no longer staffed: 0-275750 or 0-0172/7949723

Emergency Doctor: 0 – 9222

Email:

Please inform us if you are expecting an email. Our email address is: info@aparthotel-1a.de

Environmental Protection:

... concerns us all. For this reason, please pay attention to our sign in the bathroom regarding towel usage and consider turning off the shower while soaping up. We would greatly appreciate your cooperation.

F

FAX:

For sending and receiving fax messages, please contact the reception. We charge €0.30 per page for incoming faxes and sending a fax.

Fire / Fire Extinguisher:

Please familiarize yourself with the escape plan (located on the inside of your room door) as well as the provided guidelines for behavior in case of a fire. A fire extinguisher can be found on each floor. The assembly point is the parking lot behind the hotel. In case of a fire emergency, dial 112.

First Aid Supplies:

For minor injuries, we have the necessary first aid supplies available at the reception.

G

Gas Station:

The nearest gas stations can be found at Reichenbacher Straße 53, near the train station (JET gas station) or at Marienthaler Straße 2, heading towards Werdau (ARAL gas station). For additional gas stations, it's best to inquire at the reception.

H

Hygiene Items:

If you've forgotten something at home, you'll find some essential items in the small box in the bathroom, and these are complimentary. The contents may vary from time to time.

Homemade:

... is the keyword when it comes to our fruit spread. The owner herself lovingly creates various variations, which you can purchase in small sealed jars.

You can find a delicious selection in our sales shelf in the breakfast room. You can also browse our online shop and pre-order your desired flavor for your journey home. We'll pack your order and give it to you upon departure. Visit our online shop: www.sweethomeabiata.de. Please select "Pickup" as the shipping option.

I

Iron/Ironing Board:

We are happy to provide you with an iron and ironing board free of charge. If you prefer, we can also iron your laundry for you. The corresponding price list can be found separately further back in this guide.

Information:

You can find out everything that interests you at the reception (public transportation, restaurant recommendations, directions, shopping tips, sports facilities, massages, wellness, etc.).

J

Jogging:

You should definitely go jogging in the morning or evening at our Schwanenteich, a green oasis in the heart of the city, just 2 minutes from here.

K

Key Safe:

For possible late check-ins, the check-in process is carried out through our key safe. You will receive a corresponding key code with your booking. If you have booked through a portal, we will try to send the key code in a separate email.

Alternatively, you can contact us by phone to request the code!

L

Laundry Service:

You can leave your dirty laundry in the laundry bag provided at the reception. Depending on the quantity, we will either wash it in-house or send it to our cleaning company. Please refer to the attached list for the prices.

Laptop:

We are happy to provide you with our laptop. As a security measure, we require a deposit of €100 or the provision of your credit card details. The deposit will be refunded upon return and inspection. Please use the guest access. You can print using our WLAN printer at the reception (HP Envy), which is set up on the laptop. Please do not change the settings.

Lost and Found:

Please turn in any found items at the reception. Thank you!

Lunch Pack:

We would be happy to put together a lunch pack for you if you can't make it for breakfast in our hotel or if you need food for on the go. Components of the pack include: 3 rolls Fruit Vegetables 1 juice 1 yogurt 1 sweet Of course, we will also consider your preferences. Price per pack: €13.00

M

Morning Exercise:

Not for early birds but for those who want to stay fit while traveling: in just 2 minutes, you can reach the Swan Lake Park, where you can enjoy a refreshing jog.

N

Newspapers:

The "Freie Presse" and the "Morgenpost" newspapers are available for our guests every morning at breakfast.

P

Parking:

You can park your car for free in our hotel parking lot behind the building or in the parking spaces right in front of the hotel. Please note the use of the parking disc when parking on the opposite side of the hotel between 6:00 AM and 6:00 PM on weekdays. Parking in private parking lots on neighboring properties is not allowed and is not appreciated by the residents! We understand that our parking lot is not very large and may not have enough space for all our guests, so it's essential that we all show mutual consideration and park properly in the designated marked areas without occupying multiple spaces. Park at your own risk. We are not liable for any damages. Thank you for your cooperation!

Payment:

You can settle your hotel bill with cash, a debit card, or a credit card. If you are in Zwickau for business purposes, there is also the option to have the bill sent to your company. For this, we require a company cost takeover declaration before your departure.

If you plan to check out before 7:00 AM, we recommend making your payment on the previous day to avoid unnecessary waiting times (such as changing the billing address, etc.).

If your stay extends over the weekend, payment in advance via bank transfer or PayPal is required.

Pets:

... are welcome here. We charge €7.00 per night per pet. For hygiene reasons, pets are not allowed to sleep in the bed, and they are not permitted in the breakfast room. Please bring the necessary items like a blanket and bowl for your pet as you know your pet's preferences best. If your pet is left alone in the

room, we need to be informed, and our cleaning staff will not enter the room or provide room service. Please understand that as the pet owner, you are responsible for any damages to the hotel room.

Pharmacy:

Central Pharmacy, Bahnhofstraße 9 (5 minutes walk),
Tel.: 0 - 0375 / 293020 Monday to Friday 07:30 AM - 06:30 PM
Saturday 08:00 AM - 12:00 PM

Pillows:

You can get an extra pillow sized 80x80 or 40x80 upon request. We charge an additional €1.00 per night per pillow.

Post Office:

The nearest post office is located at Hauptstraße 18-20 (about a 10-minute walk from here, offering postal services and other services).

Monday to Friday: 09:00 AM - 06:30 PM Saturday: 09:00 AM - 01:00 PM

R

Registration Form:

You have the option to fill out our online registration form in advance and submit it to us:

<https://aparthotel1a.aidaform.com/meldeschein>

Room Cleaning:

Our cleaning staff is on-site daily between 08:00 AM and 11:30 AM. If you do not want your room to be cleaned, please use the "Do Not Disturb" sign and hang it on the outside of your room door or inform the reception. There is no room cleaning on weekends and holidays.

Rainy Days:

If bad weather doesn't deter you from going out, we'd be happy to lend you an umbrella.

Room Bill:

If you plan to check out before 7:00 AM, we kindly ask you to settle the bill the day before. Otherwise, the settlement will take place during check-out.

If you have specific requests regarding your bill, please discuss them with us upon check-in. Changes after check-out are not possible.

Restaurant:

We have a variety of excellent restaurant recommendations for a delightful dinner. Whether it's a business dinner, a family evening, or a candlelight dinner, you can find an overview of restaurants, eateries, and bars in the back of your guest directory.

Reception:

We are here to assist you with all your needs:

Monday to Friday: 07:00 AM - 12:00 PM Saturday and Sunday,
as well as holidays: via call forwarding and email

You can reach us by dialing "10."

Outside of reception hours, you can reach us at the hotel's
phone number, 0-275750, or via SMS/WhatsApp at the
following mobile number: 0-0172/7949723.

S

Sauna:

Since we, unfortunately, cannot offer this service, we highly recommend Johannisbad Zwickau.

Stamps:

Give us your mail, and we will stamp and send it on the same day. You can pay the postage upon departure.

Shower:

We also care about the environment. Please help us by turning off the water while lathering during your shower. Thank you for your cooperation!

Smoking:

We kindly ask our valued guests to refrain from smoking throughout the entire hotel building. You can find a wall-mounted ashtray at the back of the hotel, right next to the entrance. If you smoke in the hotel, we will charge you an additional fee of up to €200.00 for cleaning. This fee will be charged even after check-out. We sincerely appreciate your cooperation!

Security:

If you carry important documents or valuable items with you, we can gladly store them in our steel safe.

To ensure the safety of all hotel guests, we kindly request that you make sure the hotel's entrance doors are closed, especially in the evening after entering the building. Thank you for your attention!

Shoe Polish Machine:

You can find this in the guest restroom in the basement of the hotel. We are also happy to provide you with our "shoe polishing basket" with all the necessary items.

Supermarket:

For any necessary supplies, you can find a Penny-Markt at Reichenbach Straße 50.

T

Taxi:

You can order a taxi at the reception or call one directly from your room:

Taxi Center 0-212222

Telephone:

Your room telephone is equipped with a direct dialing option. This allows you to receive calls and make outgoing calls.

Dialing into your room: 0375.27575__ plus your room number.

Making external calls: please dial "0" to access an outside line.

Reception 10

Telekom Directory Assistance 0-1 1833

Domestic calls are free, international calls cost €0.50 per unit.

Technical Issues:

If, against expectations, something in your hotel room isn't working, please inform us immediately so that we can arrange for repairs.

Tram and Bus:

The central bus and tram stop is a 5-minute walk in the direction of Georgenplatz. You can also find a ticket sales point there. If you have questions about schedules, please don't hesitate to contact us or check the following page for current timetables:

<https://www.vms.de/fahrplan/fahrplanauskunft/>

Television:

Please refer to the channel list on your TV to select your preferred channel. We kindly ask you not to reprogram the preset channels. If you encounter any issues, please don't hesitate to contact us. In consideration of all other guests in the house, we kindly request that you keep your TV at a low volume to avoid disturbing others.

Towels:

Don't have enough towels? Please contact us, and we will provide additional towels to your room. If you want your towels changed daily, we charge €2.00 per piece.

We also care about the environment. Please help us by not placing your towels on the floor daily but by reusing them several times during your stay. Thank you for your cooperation!

Slippers: Forgot your slippers? No problem. We have disposable slippers available at the reception for a fee of €3.00 per pair. Just let us know.

Hotel Entrance: When leaving the hotel, please take your room key with you as our reception is not continuously staffed. Make sure the rear entrance is locked outside of reception hours.

V

Vegetarian/Vegan Breakfast:

You can find small portions of vegan and vegetarian products on our breakfast buffet. However, to better accommodate your needs, we would appreciate it if you could inform us in advance if you have any specific requests, so we can prepare accordingly.

We currently do not have gluten-free products available, so it's recommended to inform us before your arrival if you have such dietary requirements.

Feel free to talk to us!

Valuables:

Please do not leave valuables in your room as we cannot take responsibility for them. Please store them in our steel safe.

W

Wake-Up Service:

Please let us know the night before what time you want to wake up, and we will help you rise and shine by calling your room until you pick up the phone!

WLAN (Wi-Fi): ... we provide free of charge.

1st Access: Aparthotel Guest Access Password: 1996apart! 2nd
Access: Aparthotel Guest Access Password: 1996Apart

For any further questions, please contact the reception.