

KREMSLEHNER HOTELS WIEN



Always at your satisfaction



Our reception is at your disposal 24 hours a day. If you have any questions, do not hesitate to contact us!
Please dial '75'.

ATM & Bank

The next ATM-machine/Bank is approximately 2 minutes walking from the hotel.

Address: Stephansplatz 7a, 1010 Wien

Phone: (+43 1) 050 505 - 47 240

Opening hours: Monday to Friday 9.00 am to 6.00 pm

ATM has 24-hour service.



Beauty Salon

Please contact our reception desk for an appointment at the closest salon.

Bike rental

Please ask reception.

Breakfast

Breakfast is served from 7.00 am to 10.00 am in our *Ristorante Firenze Enoteca*.



Cabaret

Please ask reception for the program.

For reservations please take a look at → *Tickets*

HOTEL REGINA

A-1090 Wien, Rooseveltplatz 15

Tel. (43-1) 404 46-0*

Fax (43-1) 408 83 92

regina@kremslehnerhotels.at

GRABEN HOTEL

A-1010 Wien Dorotheergasse 3

Tel. (43-1) 512 15 31-0*

Fax (43-1) 512 15 31/20

graben@kremslehnerhotels.at

HOTEL ROYAL

A-1010 Wien, Singerstraße 3

Tel. (43-1) 515 68-0*

Fax (43-1) 513 96 98

royal@kremslehnerhotels.at

HOTEL JOHANN STRAUSS

A-1040 Wien, Favoritenstr. 12

Tel. (43-1) 505 76 24

Fax. (43-1) 505 76 28

js@kremslehnerhotels.at

KREMSLEHNER HOTELS WIEN

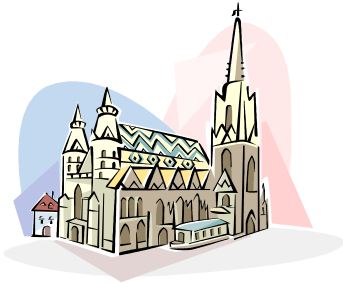
Car rental

Our reception will help you to rent a car.

Check-out

Check-out time is until 12.00 am. Please ask reception, if a later check out is possible. We store your luggage free of charge at reception. If you need help with the luggage, please dial '75'.

Churches



The nearest Catholic Church is 'St. Stephens Cathedral'.

Address: Stephansplatz, 1010 Wien

Phone: (+43 1) 515 52-3767, Homepage: www.stephansdom.at

The next protestant church is the 'Reformierte Stadtkirche HB'.

Address: Dorotheergasse 16, 1010 Wien

Phone: (+43 1) 512 83 93, Homepage:

www.reformiertestadtkirche.at

For the mass-schedule, please ask reception.

Concerts

Please ask at the reception for the program.

For reservations please take a look at → *Tickets*

Credit Cards

We accept all major credit-cards (Visa, MasterCard, American Express, Diners Club, JCB).

D ***Doctor***

In case you need a doctor, please ask reception.

Drinking water

The water in the rooms has drinking water quality.

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E *Emergency call*

Fire Brigade:	122
Police:	133
Ambulances:	144
Austrian Automobile Club (ÖAMTC):	120

Environment

We do not want to strain our environment by using too many detergents.

Therefore, we ask you to support us:

- Towels on the floor means: please change!
- Towels on the rail means: I will use them again!

Thank you very much for your co-operation.

F *Fiaker*

You will find some Fiaker points for example next to the 'St. Stephen's Cathedral', at the 'Albertina' or inside the 'Hofburg' area. For individual tours, please ask reception.



First Aid

Please ask reception desk.



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Fitness-Club

A few fitness clubs in our surrounding:

Holmes Place: Wipplingerstraße 30, 1010 Wien

Phone: (+43 1) 533 97 90 90, Homepage: www.holmesplace.at

Opening hours: Monday to Friday from 6.30 am to 11.00 pm
Saturday & Sunday from 9.00 am to 10.00 pm

Femme Fitness for women: Kärntner Ring 11- 13, 1010 Wien,

Phone: (+43 1) 51 21 202, Homepage: www.femmefitness.at

Opening hours: Monday, Tuesday & Wednesday from 6.30 am to 10.00 pm
Thursday & Friday from 8.00 am to 10.00 pm
Saturday, Sunday & Friday from 10.00 am to 10.00 pm

John Harris Fitnessclub: Nibelungengasse 5, 1010 Wien,

Phone: (+43 1) 587 37 10, Homepage: www.johnharris.at

Opening hours: Monday to Friday from 6.30 am to 11.00 pm

Saturday, Sunday & on holidays from 9.00 am to 9.00 pm



Flowers

Our reception team will help you to organize flowers.



Garage



You will find a public garage in 5 minutes walking distance from the hotel. We also offer a special discount for our guests. For further information, please ask reception. Please take a look at → ***Parking***



Hairdresser

Our reception team will make an appointment for you at the hairdresser of your choice.



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Hospital

The next hospital is the 'Allgemeines Krankenhaus Wien' (AKH).

Address: Währinger Gürtel 18- 20, 1090 Wien

Phone: (+43 1) 40400, Homepage: www.akhwien.at

Hotel brochures

Brochures of all our 4 hotels are available at the reception.

I

In case of fire



Please take a look at the evacuation map on your door and follow the instructions of the hotel staff.

Internet

We provide WLAN free of charge in the whole hotel.

3 steps to get online:

- 1) Connect to the Freewave WIFI network
- 2) Launch your web browser – the welcome page appears
- 3) Click "Connect" – done!

If you need help, just contact the front desk.



J

Jogging

Either next to the Donaukanal, in the Prater or on the Donauinsel – Vienna has lots of interesting jogging paths. For further information please contact reception desk.

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K *Kremslehner Hotels*

Hotel Regina

Adresse: Rooseveltplatz 15, A- 1090 Wien

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E-mail: regina@kremslehnerhotels.at

Internet: www.kremslehnerhotels.at



Hotel Royal

Adresse: Singerstraße 3, A- 1010 Wien

Telefon: (+43 1) 515 68-0

Fax: (+43 1) 513 96 98

E-mail: royal@kremslehnerhotels.at

Internet: www.kremslehnerhotels.at



Graben Hotel

Adresse: Dorotheergasse 3, A- 1010 Wien

Telefon: (+43 1) 512 15 31-0

Fax: (+43 1) 512 15 31 20

E-mail: graben@kremslehnerhotels.at

Internet: www.kremslehnerhotels.at

Hotel Johann Strauss

Adresse: Favoritenstrasse 12, A-1040 Wien

Telefon: (+43 1) 505 76 24

Fax: (+43 1) 505 76 28

E-mail: js@kremslehnerhotels.at

Internet: www.kremslehnerhotels.at



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"Kaiser-Franz-Josef"-Cake



This exclusively-created cake is produced according to an old traditional family recipe and it is only available in our Kremslehner Hotels. It is a perfect souvenir and a nice gift for your family and friends.

Please pre-order this cake at reception.

L ***Laundry-Service***



You would like to have your clothes cleaned or ironed? Please call our reception until 9.00 am and our laundry-service will pick up your clothes and return them in the afternoon. The pricelist is attached. On weekends or holidays, we have to charge an extra fee of 50%.

Lost & Found

Please ask reception.

Lunchbox

If you depart before 7.00 am, we offer a lunchbox to you.

Please order it at reception the day before departure until 9.00 pm. Thank you!

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KREMSLEHNER HOTELS WIEN

M *Massage*

If you need a masseur, our reception staff will make an appointment for you at the next studio.

Minibar

Your room is equipped with a minibar-fridge. Details and prices are mentioned on the list, the key is attached to your room key.

Money exchange

At "Stephansplatz" you will find a money exchange, which is open from Monday to Sunday from 9.00 am to 8.00 pm



Mosque

The nearest mosque is the 'Imam Azam' Mosque.

Address: Springergasse 1, 1020 Wien

Phone: (+43 1) 214 20 46, Homepage: www.moslem.at

Museums

Please ask reception.

Musicals

Please ask reception.

For reservations please take a look at → *Tickets*



N *Newsletter*

If you are interested in our monthly newsletter, please sign up at reception, or go online: www.kremslehnerhotels.at

Newspapers

You will find international newspapers in the tobacco and newspapers shops in our street, in 1 minute walking distance. National newspapers are available in the lobby.



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Nightclubs

Please ask reception.

O

Opera & Theatre

Please ask reception.

For reservations please take a look at → *Tickets*

P

Parking

Our Hotel Royal is situated in the 1st district, where a short parking zone of 2 hours exists.

This limit is valid Monday to Friday from 9.00 am to 10.00 pm.

In 5 minutes walking distance to the hotel you will find a public garage.

Please take a look at → *Garage*

Pharmacy

The next pharmacy is Graben Apotheke 'Zum schwarzen Bären'.

Address: Graben 7, 1010 Wien

Phone: (+43 1) 512 47 24

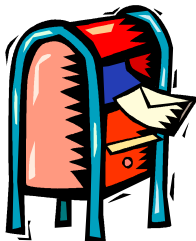
Opening hours: Monday to Friday from 8.00 am to 6.00 pm,

Saturday from 8.00 am to 12.00 am



If you should need a pharmacy later than that time or during weekends, please ask reception desk.

Post Office



If you have postcards and letters, please post them at reception.

The next post-office is in Fleischmarkt 19, 1010 Wien.

Phone: (+43 1) 0810 010 100

Opening hours: Monday to Friday from 7.00 am to 10.00 pm.

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Public Infrastructure

Railway Stations

Westbahnhof – West Station

2 minutes walking from the hotel, you will find the station 'Stephansplatz'. Enter the underground line 'U3' (orange) in direction 'Ottakring'. You get off at the 5th station called 'Westbahnhof'.



Hauptbahnhof – main station

2 minutes walking from the hotel, you will find the station 'Stephansplatz'. Enter the underground-line 'U1' (red), in direction 'Reumannplatz' and get off at the 3rd stop at 'Hauptbahnhof'. From there, it is only 5 minutes walking to the trainstation.

Vienna Airport

CAT (City Airport Train nonstop to the airport):



2 minutes walking from the hotel, you will find the station 'Stephansplatz'. Take underground-line 'U3', in direction 'Simmering' for 2 stops to 'Landstraße/Wien Mitte'. Please follow the green-coloured signs to the CAT. This train departs every half hour to the airport. You also have the possibility, to check in your luggage 24 hours, prior to your departure. Attention please, not all airlines offer this service.

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AIRPORT-Bus (from 'Morzinplatz/Schwedenplatz'):

2 minutes walking from the hotel, you will find the station 'Stephansplatz'. Take underground-line 'U1', in direction 'Leopoldau' for 1 stop to 'Schwedenplatz'. Here you need to walk left for approximately 300 meters.

Limousine-Transfer

We offer a taxi to the airport with special rates for our hotelguests. Your reception staff is looking forward to your reservation.

Public transportation in Vienna



A city map with all public transportation-possibilities is available at reception desk. Tickets for the public transport are available in every tobacco and newspapers-shop and at the machine in every underground-station.



Questions

For any kind of question, please do not hesitate to contact our reception!



Radio

Different radio channels are available by television or wall-radio.

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Restaurant

You have the ordeal of choice between our 4 restaurants



BAR RESTAURANT CAFE

Restaurant Roth

Bar – Restaurant – Café

Austrian & Viennese specialities. Wine- & cocktail-bar. Shady garden

Address: Währingerstraße 1, A- 1090 Wien

Phone: (+43 1) 402 79 95

Fax: (+43 1) 408 83 92

Email: restaurant@roth.or.at,

Homepage: www.roth.or.at

Opening hours: Monday to Sunday from 12.00 am to 12.00 pm (kitchen until 10.00 pm)



← Hotel Regina



**RISTORANTE FIRENZE
ENOTECA**

Hotel Royal →



Ristorante Firenze Enoteca

Typical Tuscany-style kitchen – largest choice of Chianti Classico wines in Austria.

Original Italian atmosphere.

Address: Singerstraße 3, A- 1010 Wien

Phone: (+43 1) 513 43 74

Fax: (+43 1) 513 96 98

Email: restaurant@firenze.at,

Homepage: www.firenze.at

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← Hotel Royal

Ristorante Settimo Cielo – Restaurant and Aperitifbar

Roof-top restaurant in the heart of Vienna with a breath-taking view over the whole town and St. Stephen's - Cathedral.

Address: Singerstraße 3, A- 1010 Wien

Phone: (+43 1) 512 38 75

Fax: (+43 1) 513 96 98

Email: restaurant@settimocielo.at,

Homepage: www.settimocielo.at

Opening hours restaurant: Tuesday to Saturday from 12.00 am to 2.30 pm
and from 6.00 pm to 10.00 pm

Opening hours bar: Tuesday to Saturday from 12.00 am to 11.00 pm



Graben Hotel →



Trattoria Santo Stefano

Specialities from Friuli & Venezia Giulia, homemade pasta, pizza and fresh fish.

Address: Dorotheergasse 3- 5, A- 1010 Wien

Phone: (+43 1) 512 15 31 86

Fax: (+43 1) 512 15 31 20

Email: trattoria@hotelgraben.at,

Homepage: www.hotelgraben.at

Opening hours: Monday to Sunday from 11.30 am to 11.00 pm

Please do not hesitate to ask our reception, if you would like to make a reservation in any restaurant, they are pleased to help you.

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Room key

Due to security-reasons we kindly ask you to leave your key at reception-desk, when you leave the hotel. If the key is damaged or lost, we have to charge a fee.



Room-Passport

On check-in day, you will be handed a hotel-passport. Please take this passport always with you, to show it to our staff, in case you should be asked. Please keep this in mind. It is for your own security!

Room service

We offer room service from 07.00 am to 10.00 pm.
Additional fee: € 4.00 per order
Please dial '87'.



S Safe



The safe is in the wardrobe, you will find a user manual on the wardrobe's door .

Safety

We kindly ask you not to leave any valuables like keys, handbags, wallets etc. in our restaurant or in the lobby. The hotel cannot take any responsibility for lost items. Please use the safe in your room's wardrobe. Please leave your key at reception, if you go out of the hotel. When you come back – just show your room-passport and we will return your key.

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Shoe-cleaning-machine

You will find our shoe cleaning machine on the 1st floor.



Shopping areas

A selection of different shopping areas for everyone: Kärntner Straße, Graben, Kohlmarkt, Mariahilfer Straße, Millennium City, Gasometer, Donau-Zentrum, SCS (Shopping City Süd).

Sightseeing

We offer a mixed supply of city tours with special themes, for example one-day-trips to Salzburg, Budapest and Prague, trips by boat on the Danube and a lot of individually guided walking tours through Vienna. For further information and bookings, please get in touch with our reception.

Stamps

Stamps are available at reception.

Synagogue

Address: Seitenstettengasse 4, 1010 Wien

Phone: (+43 1 535 04 31), Homepage: www.ikg-wien.at

T

Taxi

For taxi-tours downtown, please contact reception. The next taxi point is situated at Stephansplatz. If you need to go to a destination outside of Vienna, the rates for a cab are negotiable.

Telephone

From room to room: floor & room number.

(for example: room 23 is on the 2nd floor- telephone number
Outside-line:

o + (country code) + (city-code) + the number you would like

Please cancel the 'o' from the city code.

For example: (UK, London): o 0044 20

The price per unit is € -.20 and depends on the distance.



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HOTEL ROYAL

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Tel. (43-1) 515 68-0*
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HOTEL JOHANN STRAUSS

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KREMSLEHNER HOTELS WIEN

Tickets



a) Public Transportation: tickets are available in every underground-station or tobacco & newspapers-shops. Our reception sells the 'Vienna-Card'.

b) Theatre/Opera/Musicals etc.: our reception will make reservations for you. We charge an additional fee of 20 %.

c) Sightseeing: our reception sells tickets for various tours. Please make sure to inform reception one day in advance about your booked tours. Please take a look at → *Sightseeing*

Tip

In Austria, tip is NOT included and it is up to your own estimation.

Toilet accessories



Did you forget your toothbrush? A small selection of accessories is available at reception.

V

Vienna card

Your reception sells a special 'Vienna Card', which includes a 3-day transportation-ticket and a lot of discounts for sights, museums, restaurants and shops. For further details, please ask our reception staff.

W

Wake up call

If you would like to have a wake up call, please ask reception.



HOTEL REGINA

A-1090 Wien, Rooseveltplatz 15
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KREMSLEHNER HOTELS WIEN

Phone International country-codes:

Albania: 00 355
Andorra: 00 376
Argentina: 00 54
Armenia: 00 374
Australia: 00 61

Belgium: 00 32
Bosnia & Herzegowina: 00 387
Brazil: 00 55
Bulgaria: 00 359

Canada: 00 1
Chile: 00 56
China: 00 86
Croatia: 00 385
Cyprus (Greek): 00 357
Cyprus (Turkish): 00 90
Czech Republic: 00 420

Denmark: 00 45

Egypt: 00 20
Estonia: 00 372

Finland: 00 358
France: 00 33

Georgia: 00 995
Germany: 00 49
Greece: 00 30

Hongkong: 00 852
Hungary: 00 36

Iceland: 00 354
India: 00 91
Ireland: 00 353
Israel: 00 972
Italy: 00 39

Japan: 00 81

Korea, democratic Republic: 00 850
Korea, Republic: 00 82

Latvia: 00 371
Liechtenstein: 00 423
Lithuania: 00 370
Luxembourg: 00 352

Macedonia: 00 389
Malta: 00 356
Mexico: 00 52
Monaco: 00 377

New Zealand: 00 64
Netherlands: 00 31
Norway: 00 47

Poland: 00 48
Portugal: 00 351

Romania: 00 40
Russian Federation: 00 7

Saudi Arabia: 00 966
Serbia & Montenegro: 00 381
Singapore: 00 65
Slovakia: 00 421
Slovenia: 00 386
South Africa: 00 27
Spain: 00 34
Sweden: 00 46
Switzerland: 00 41

Thailand: 00 66
Taiwan: 00 886
Turkey: 00 90

Ukraine: 00 380
United Kingdom &
Northern Ireland: 00 44
United Arab Emirates: 00 971
United States of America: 00 1

Venezuela: 00 58

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