HOTEL MUTTERHAUS
DÜSSELDORF

Dear Guest,

Welcome to Hotel Mutterhaus Düsseldorf!

On the following pages you will find important and
interesting information about your stay.
Do not hesitate to ask if you have any questions.
You can find more information at Reception.

We wish you a pleasant stay.

Markus Mönninghoff, Hotel Management, and your Hotel Mutterhaus team!

HOTEL MUTTERHAUS
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Hotel Mutterhaus Düsseldorf

The Hotel Mutterhaus Düsseldorf: makes a difference, distinctively.
Where can you relax from working stress? Where can you spend creative rests? In the Hotel Mutterhaus from the Kaiserswerther Diakonie, in the north of Düsseldorf, surrounded by an old park.

Our covenant-like 4-star-garni hotel, built in neo-gothic style, provides since 2002 53 rooms. A comfortable mix of historic and modern style furniture creates an extraordinary feeling.

The Hotel Mutterhaus Düsseldorf has been distinguished as Certified Conference Hotel as well as Certified Business Hotel by the German Business Travel Association in 2014. The convenient conference rooms make your meetings special. Our Hotel Mutterhaus is also an extraordinary location for private parties and business-events. We offer a wide variety of food and drinks. The focus of our hotel kitchen is on balanced, varied, fresh food for our guests. We are looking forward to advising you on the realisation of your individual wishes.

A house with history: 1903 built as the motherhouse of the deaconesses of Kaiserswerth, an institution founded by Theodor Fliedner in 1836, it soon became a centre for the sisters. From here deaconesses were sent out to work in parishes, hospitals and schools all over the world. They returned to the motherhouse to recover strength for their work, both physically and mentally. In 2002 the motherhouse was completely remodeled. Since then it has been a modern hotel behind historical facades.

For more information and details about the hotel and conference facilities, about our events and exhibitions visit www.hotel-mutterhaus.de or www.kaiserswerther-diakonie.de or contact: Telephone +49-211-617270 or info@hotel-mutterhaus.de; Mail address: Hotel Mutterhaus Düsseldorf GmbH, Geschwister-Aufricht-Straße 1, 40489 Düsseldorf

HOTEL MUTTERHAUS
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Emergency / Fire Safety Information for Guests of Hotel Mutterhaus Düsseldorf

Dear Hotel Mutterhaus Düsseldorf Guests!

We want to make your stay in our hotel as safe as possible. For this purpose, the hotel is equipped with an **automatic fire alarm system**, among other things. In the event of a fire in the building, the fire department will be notified automatically as soon as the fire breaks out. In case of a fire, a loud, constant beep will sound in all of the corridors and conference rooms as a signal for a fire alarm.
If you detect a fire you can also notify the fire department yourself by dialling the telephone number 112 **fire brigade** or by using one of the **manual call points** throughout the building (in the stairwells or in front of the metal emergency staircase in the hallway).

Manual call point

Fire Brigade 112

If an alarm should occur during your stay with us, for your own safety we would like to request that you leave the building immediately via the corridors and the stairwell closest to you. These **escape routes** are marked with **green escape route pictograms**. Warn people at risk, take helpless people with you, close doors (but not lock) and if possible close windows. Only attempt to extinguish the fire if you can do so without endangering yourself!

Escape route pictogram

Please go directly to the **assembly point** outdoors designated for the Hotel Mutterhaus Düsseldorf. There you will be registered by our employees in order to determine whether everyone was able to leave the building. Please do not leave the assembly point until instructed to do so by the fire department or the employees of our hotel. The assembly point is located on the right hand side as seen from the perspective of looking towards the hotel from the roundabout in front of the main entrance.

Assembly point

1Please note all other information where escape routes and fire extinguishers are on the **escape and rescue route plans** in the hotel room, in the hallways and in the area of the stairwells.

We wish you a pleasant stay

Emergency numbers:		
Fire department / emergencies	**112**	
Police	**110**	
Hotel reception	**9**	**(07:15 am-10:00 pm)**
Hotel night porter	**(0-) 0173 2606566**	**(9:45pm-07:15am, not continuously)**
Emergency call Kaiserswerther Diakonie	**3333**	**(On call 24 hours a day)**

HOTEL MUTTERHAUS
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tv channels

1 = ARD
2 = ZDF
3 = WDR
4 = SAT 1
5 = PRO 7
6 = KABEL 1
7 = 3 SAT
8 = RTL
9 = RTL 2
10 = SUPER RTL
11 = KIKA
12 = DELUXE MUSIC
13 = D-MAX
14 = VOX
15 = ARTE
16 = NDR
17 = BR
18 = SWR
19 = MDR
20 = PHOENIX
21 = CNN
22 = TV5 Europe
23 = N24
24 = CHANNEL 21
25 = QVC
26 = HSE 24

radio stations

27 = DLF Deutschlandfunk
28 = WDR 2
29 = WDR 4
30 = Eins Live
31 = NL – Radio 1

We kindly ask you not to change the tv channels. It costs us much effort to restore the programs for the next guest.

HOTEL MUTTERHAUS
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Telephone directory hotel rooms

Dear Guest,

your room number doesn't match with your telephone number. For your orientation please see the direct dial numbers per room:

Rooms first floor

+49/211/61727-

Room-No.	Telephone-No:
101	1601
102	1602
103	1603
104	1604
105	1605
106	1606
107	1607
108	1608
109	1609
110	1610
111	1611
112	1612
113	1613
114	1614
115	1615
116	1616
117	1617
118	1618

HOTEL MUTTERHAUS
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Rooms second floor

+49/211/61727-

Room-No.	Telephone-No:
201	1621
202	1622
203	1623
204	1624
205	1625
206	1626
207	1627
208	1628
209	1629
210	1630
211	1631
212	1632
213	1633
214	1634
215	1635
216	1636
217	1637
218	1638
219	1639
220	1640
221	1641
222	1642
223	1643

HOTEL MUTTERHAUS
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Rooms third floor

+49/211/61727-

Room-No.	Telephone-No:
301	1651
302	1652
303	1653
304	1654
305	1655
306	1656
307	1657
308	1658
309	1659
310	1660
311	1661
312	1662
313	1663
314	1664

HOTEL MUTTERHAUS
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A

Airport	Düsseldorf Airport information desk Phone 0 (0211) 4210.
Alarm	Please observe the information and notice boards regarding emergency and fire precautions, which can be found on the back of your door in your room and at the front of the information folder on your desk. You will find a pushbutton detector at the end of every corridor.
Alte Brotstube	Our lounge “Alte Brotstube”, located on the basement floor, invites you to stay for working or spending time with friends or business partners. On request we are happy to offer beverage service for groups. Here the deaconesses used to get bread and jam.
Anti-slip mat	Please contact the reception if you need an anti-slip mat for the shower.
Aquazoo	Aquazoo, Kaiserswerther Straße 380, 40474 Düsseldorf, Phone 0 (0211) 27400200 www.duesseldorf.de/aquazoo
ATM	The nearest cash machine/ATM is on Klemensplatz.

B

Bathrobe	If you have forgotten to bring your bathrobe or slippers, please contact Reception where you can collect a pair.
Bed and Bike	We are certified as a bed and bike hotel by the ADFC (German Cyclist’s Association). The hotel has a bicycle garage and also repair kits. Please ask the reception for maps for bicycle tours. We also prepair lunch packages on request.
Bicycle garage	Our bicycle garage offers a comfortable place to keep your bike overnight. There are also repair kits on hand if required. In addition you can charge your e-bike there.
Bicycle rental	Zukunftswerkstatt Düsseldorf, directly at mainstation Düsseldorf, Phone 0 (0211) 5144711, www.zwd.de/dienstleistungen/radstation/

Nextbike, closest station Klemensplatz in Kaiserswerth, www.nextbike.de

Zweirad Niemeyer, An Sankt Swidbert 33, 40489 Düsseldorf, Tel. 0 (0211) 21099916, www.zweirad-niemeyer.de

Blanket

If you would like a woollen or other blanket please contact reception (see Pillows)

Books

You find a selection of books opposite the reception. Some are available for loan, others can be purchased at reception.

Breakfast

Our extensive breakfast buffet (featuring organic ingredients, as well as gluten-free, lactose-free and vegan options) is available daily from 7.00 am to 10.00 am. During trade fair periods, we extend the service from 6.30 am to 10.00 am. On Saturdays and Sundays, you can have breakfast until 11.00 am. If you would like breakfast served in your room from 7.30 am, please order this by 8.00 pm the previous day at reception (subject to a service charge). Please see the room folder for the order form. External guests may also have breakfast at the hotel; we charge €25.

per person.

Breweries

Im Füchschen, Ratinger Str. 28, 40213 Düsseldorf, Phone 0 (0211) 137470

Brauereiausschank Frankenheim, Wielandstr. 12-14, 40211 Düsseldorf, Phone 0 (0211) 351447

Schumacher, Oststr. 123, 40210 Düsseldorf, Phone 0 (0211) 8289020

Business Corner

The Business Corner is located on the ground floor. Here you will find an Internet terminal. A fax machine, a photocopier and office supplies are at Reception.

Business rooms

The rooms are very bright and spacious. All rooms are equipped with a desk, a telephone and free Internet access.
Single business rooms are equipped with a 1.20-metre-wide box-spring bed, while double rooms have a 2 x 2-metre-wide box-spring bed (no twins). An extra pillow is

ready and waiting. In addition, the rooms have a shower, a WC, windows that open, a separate luggage rack, a safe, a full-length mirror, a hairdryer, a coffee and tea maker, a telephone, free WLAN access, a flat-screen TV, a box of tissues, a cosmetic mirror. A free bottle of Purezza Premium water is provided upon arrival.

C

Cafe

Cafe Schuster, Klemensplatz 5, 40489 Düsseldorf, Phone 0 (0211) 401374

Wunderhaus deli & friends, Kaiserswerther Markt 38, 40489 Düsseldorf, Tel. 0(0211) 401374

Car rental

Avis Airport, Phone 0 (0211) 4216747

Europcar Airport, Phone 0 (0211) 942380

Hertz Airport, Phone 0 (0211) 411083

Sixt Airport, Phone 0 0180 6666666

You can find more information at Reception.

Cash machines

The nearest cash machine/ATM is on Klemensplatz.

Check-in

You can check in to your room from 3:00 p.m. on your day of arrival.

Check-out

Check-out time is 10:00 am Monday to Friday, and 11:00 am on Saturdays and Sundays. On request and subject to availability, you may check out by 2:00 pm at the latest for a fee of €50.

Chip

There is a chip on your room key, which you can use to open the main entrance to the hotel when reception is closed.

Cinemas

CineStar Düsseldorf, Hansaallee 245, 40549 Düsseldorf, Phone 0 (0211) 5274701; www.cinestar.de

UFA Bahnhof, Worringer Str. 142, 40210 Düsseldorf, Phone 0 (0211) 6306701; www.ufa-duesseldorf.de

UCI am Hafen, Hammer Straße 29-31, 40219 Düsseldorf, Phone 0 (0211) 30085385; www.uci-kinowelt.de

You can find more information at reception.

Concerts

Advance ticket sale, Ticketshop Kautz, Phone 0 (0211) 373070, www.regioticket.de

Merkur Spiel-Arena, Arena Str. 1, 40474 Düsseldorf, Tel. 0 (0211) 15981200, www.merkur-spiel-arena.de

Tonhalle Düsseldorf, Ehrenhof 1, 40479 Düsseldorf, Phone 0 (0211) 89 96123; www.tonhalle.de

You can find more information at Reception.

Conferences / Conventions

Hotel Mutteraus Düsseldorf offers modern facilities in historic ambience (various conference rooms between 20 and 402 square metres). Our events team would be happy to supply you with further information.

Culture

Apollo Varieté, Apollo-Platz 1, 40213 Düsseldorf, Phone 0 (0211) 828 90 90; www.apollo-variete.com

Deutsche Oper am Rhein, Heinrich-Heine Allee 16A, 40213 Düsseldorf, Phone 0 (0211) 89 08 0; www.operamrhein.de

Kom(m)ödchen, Bolker Str. 44, 40213 Düsseldorf, Phone 0 (0211) 325606; www.kommoedchen.de

You can find more information at Reception.

D

Drinks

A tea- and coffee maker you find in your room. If you have a special request, please contact reception. We are happy to serve you non-alcoholic and alcoholic drinks in the lounge. There is also a fridge stocked with a selection of drinks for self-service.

Doctor

Please see Emergency.

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E / F

Economy rooms

All rooms are equipped with comfort mattresses, a shower, a WC, windows that open, a separate luggage rack, a safe, a full- length mirror, a hairdryer, a coffee and tea maker, a telephone, free WLAN access, a flat-screen TV, a box of tissues, a cosmetic mirror. A free bottle of Purezza Premium water is provided upon arrival.

Emergency

Please observe the detailed notices around the hotel on what to do in the event of an emergency or fire – these can be found in this guest folder as well as on your room door and in the corridors.

Emergency numbers:

Fire brigade / On-call doctor	112
Police	110
Hotel Reception (7:15 a.m. – 9:45 p.m.)	9
Hotel night duty (9:45 p.m. – 7:15 a.m.)	0-0173 2606566
KW Deaconry nurse's station (on duty 24/7)	3333 or 2431

- Give your name,
- your current location (hotel Mutterhaus, Geschwister-Aufricht-Str.1, floor, room number),
- and state the emergency.

The Kaiserswerth Deaconry (nurse's call station) may also be able to help you in an emergency. However, it is quicker to call the police, fire brigade or on-call doctor as the clinic nurse's station would have to forward your call.
The fire brigade has an access key; the police and on-call doctor would have to be let in by the guest or night duty officer.
Please inform the night duty officer accordingly, if you have made an emergency call (see Night Duty).

Ferries

You can cross the river Rhine by car ferry from Kaiserswerth to Meerbusch, www.rhein-faehre.de, Phone on board 0 02150 6530

Fitness

Please contact the reception for suggestions for current running and hiking trails.

	XXL Fitness-Center, Am neuen Angerbach 28, 47259 Duisburg, Phone 0 0203 7585 0 Personal trainer Nicole Kassner offers sightsee-jogging, a jogging tour of the city in German or English, plus pick-ups for jogging, walking, strength training or autogenic training, as well as flexi-bar training, pilates, back muscle training: Phone 0 (0211) 4790826, mobile 0 0172 2911991, www.nicolekassner.de You can find more information at reception.
Fire	See “Alarm”, “Emergency” / “Emergency numbers”
Flowers	Blumen Pohlmann Florist, Am Kreuzberg 5, 40489 Düsseldorf, Phone 0 (0211) 402169 Die Blumenmanufaktur, Kaiserswerther Markt 59, 40489 Düsseldorf, Phone 0 (0211) 56667086
G/H	
Hairdryer	You will find a hairdryer under the sink in the bathroom.
Historic centre	Düsseldorf’s and Kaiserswerth’s historic city centre is packed with pubs and restaurants. You can pick up a map of the city at reception.
Historic rooms	Our historic rooms are spacious and feature vintage furniture. Most of these rooms have pointed arch windows. All rooms are equipped with a telephone and free Internet access. An extra pillow is prepared in advance. The rooms have a shower, a WC, windows, that open, a separate luggage rack, a safe, a full-length mirror, a coffee and tea maker, a flat-screen TV, a hairdryer, a box of tissues, a cosmetic mirror. A free bottle of Purezza Premium water is provided upon arrival. The historic double rooms are equipped with a double bed (2x2 m) with comfort mattresses - no twins.
Honeymoon room	Our honeymoon room is located on the third floor. The room boasts elegant furniture, a view over the treetops, and can be set up to suit your needs.

I /J

Internet

The Hotel Mutterhaus Düsseldorf offers a free WLAN hotspot solution that enables an Internet connection via a private laptop or a WLAN-capable end device. The configuration of the end device and the transfer of the instructions to other (operating) systems are on the responsibility of the user. No password is needed to sign in the wireless network with the SSID hotspot and for subsequent Internet use.

Instructions

1) Connect to the SSID hotspot

2) As soon as you open your Internet browser, you will automatically be forwarded to the start page of the hotspot system (see following picture). Please agree to the end user terms of our Internet partner QSC AG and then confirm the button “Jetzt lossurfen” (“Start surfing”).

K

Kaiserswerth Deaconry

You can pick up a brochure about the Kaiserswerth Deaconry at reception.

Kaiserswerther Schwesternschaft / (Kaiserswerth Sisterhood)

The origins and driving force behind the Deaconry date back to the Kaiserswerther Schwesternschaft. You can pick up information about the history of the sisters and today’s sisters at reception.

L

Laundry service

You will find a laundry bag in your wardrobe.
Please hand this in at reception by 9:00 a.m. at the latest. Your laundry will be returned within 12 hours. Our Housekeeping staff is there to help in an emergency.

Lights

To switch on the electricity in your room, please insert your room key into the corresponding lock in the room located beside the door (keep the key in the lock) and set the switches beside the door as desired. Should any lamp or the electric kettle not be working, it is caused by the position of the corresponding switch beside the door. Bedside lamps can be switched on/ off by touch. Possible

uplighters in the rooms either have a switch in the middle or a rotary knob in the upper part of the lamp.

Linen change

Room cleaning and towel changes are only carried out on request for stays of several days. For longer stays, we change your bed linen/towels after every 3 nights. More often on request. Please let us know at the reception desk. In case you do not want your room to be entered during your stay for several days please inform the reception and hang the laundry bag with the used linen on the door knob. You will find there later the fresh linen.

Local transport

You can reach us on the U 79 underground line "Klemensplatz“ stop. You can pick up a timetable at reception.

M

Magazines

You can help yourself to the magazines and papers on the stands in the breakfast room and lobby.

Massages

The "Kassner” massage practice is just a short walk away. Nicole Kassner, Phone 0 (0211) 4790826, mobile 0 0172 2911991, www.nicolekassner.de

Meditation

We have a meditation room ("the quiet room") on the third floor, which you are welcome to use.

Museums

K20 K21 Kunstsammlung NRW, Grabbeplatz 5, 40213 Düsseldorf, Phone 0 (0211) 8381204, www.kunstsammlung.de

Museum Kunstpalast, Ehrenhof 4-5, 40479 Düsseldorf, Tel. 0 (0211) 56642100, www.smkp.de

NRW-Forum Düsseldorf, Ehrenhof 2, 40479 Düsseldorf, Phone 0 (0211) 8926690, www.nrw-forum.de

Goethe Museum, Jacobistr. 2, 40213 Düsseldorf, Phone 0 (0211) 8996262, www.goethe-museum.com

Filmmuseum, Schulstr. 4, 40213 Düsseldorf, Phone 0 (0211) 8992232, www.duesseldorf.de/filmmuseum

You can find more information in our culture folder at Reception.

N

Newspapers You can help yourself to the newspapers on the stands in the breakfast room and lobby.

Night duty You can contact our night duty staff between 9.45 p.m. and 7.15 a.m. at Reception or on 0 0173 2606566. Please note that our night duty officer moves from time to time around the hotel or takes a short break. The night duty officer cannot provide any invoices for early check-outs. In the event of an emergency, dial the number for KW Deaconry emergency call (see Emergency numbers).

No smoking Our hotel is ideal for non-smokers. We are the non-smoking hotel in Düsseldorf, and we offer exclusive non-smoking rooms and conference rooms.

O / P

Organic / fair / Eco The range already includes numerous organic, Fairtrade, vegetarian and vegan products, such as organic milk/yoghurt/gouda/turkey breast/jam/ eggs/bread mix/flour/apple juice, soya/oat/almond milk, vegan spreads, Fairtrade coffee, tea, honey and chocolate. Our soaps, shower gels, shampoos are vegan from the ADA Eco Green series and cleaning materials carry the Ecolabel.

Parking Paid parking spaces are available in the immediate vicinity. The parking charges have been reduced to €10 per 24 hours for you. Note that cars parked here are not insured. No parking or stopping is permitted on the boulevard and in the designated zones on the premises. Cars parked here
will be towed! For security reasons, under no circumstances should you park on the roundabout in front of the hotel. This is the main entrance for emergency vehicles.

Personal Training Nicole Kassner offers sightsee-jogging, a jogging tour of the city in German or English, plus pick-ups for jogging,

	walking, strength training or autogenic training, as well as flexi-bar training, pilates, back muscle training and mobile massage: Nicole Kassner, Phone 0 (0211) 4790826, mobile 0 0172 2911991, www.nicolekassner.de
Pets	To accommodate guests with allergies, pets are not permitted in our establishment. Certified assistance dogs are of course welcome. Pet boarding: e.g. Scharfetter-Jäger Dog Boarding Rathelbeck Str. 329, 40627 Düsseldorf, Tel. 0 (0211) 20 24 66
Pharmacy	“Am Klemensplatz“ Pharmacy, Klemensplatz 11, 40489 Düsseldorf, Phone 0 (0211) 401554
Pillows	Extra pillows are available in our business rooms and historic rooms. Please ask the reception should you require any additional or other pillows, or if you would like a woollen or other blanket.
Post Office	Deutsche Post AG branch, St.-Göres-Str. 16, 40489 Düsseldorf, Phone 0 01802 / 3333
Public transport	You can reach us on the U 79 underground line "Klemensplatz“ stop. You can pick up a timetable at reception.
Pubs	Schumacher am Klemensplatz, Klemensplatz 2, 40489 Düsseldorf, Phone 0 (0211) 4790064, info@schumacher-klemensplatz.com, www.schumacher-klemensplatz.com Zum Einhorn, Kaiserswerther Markt 26, 40489 Düsseldorf, Phone 0 (0211) 4080280, www.zumeinhorn-kaiserswerth.de Pizzeria Roma, Am Kreuzberg 3, 40489 Düsseldorf, Phone 0 (0211) 403626 Casa Massimo, Ristorante Trattoria, Kaiserswerther Markt 19, 40489 Düsseldorf, Tel. 0 (0211) 59811802, www.casa-massimo.de Saitta, italienische Feinkost und Delikatessen, Am Kreuzberg 3, 40489 Düsseldorf, Tel. 0 (0211) 20070139, www.saitta-restaurants.de

SAVOR die Genusswerkstatt, Kaiserswerther Markt 37, 40489 Düsseldorf, Tel. 0 (0211) 3873 7459, www.savor-kaiserswerth.com

Contact reception for more information. See also “Restaurants”

Q / R

Radio

There is a radio in the dresser in your room and you will find numerous radio stations on the TV.

Reception

Reception is staffed daily between 7.15 a.m. and 9.45 p.m. Dial “9” to call Reception from your room. You can reach the night duty staff from 9.45 p.m. to 7.15 a.m. at the reception or by telephone 0 0173 2606566 (see Night Duty).

Respiratory Infection

In the event of a respiratory infection please contact the emergency medial service of the Association of Statutory Health Insurance Physicians Tel. 116117 or the Health department Düsseldorf Info-Tel. (0211) 8996090 and inform the reception immediately.

Restaurants

Enzo im Schiffchen/Im Schiffchen, Kaiserswerther Markt 9, 40489 Düsseldorf, Phone 0 (0211) 401050; www.im-schiffchen.com (reservation only)

Zum Einhorn, Kaiserswerther Markt 26, 40489 Düsseldorf, Phone 0 (0211) 4080280; www.zumeinhorn-kaiserswerth.de

Landhaus Freeman, Kalkumer Schloßallee 100, 40489 Düsseldorf, Phone 0 (0211) 173040; www.free-mann.de

Tonhalle, Klemensplatz 7, 40489 Düsseldorf, Phone 0 (0211) 4051659; www.tonhalle-kaiserswerth.de

Hotel Mutterhaus Düsseldorf: You can pre-order buffets, menus and finger food for groups. They are prepared by using fresh ingredients in our kitchen, and are also available with organic ingredients. You can find more information at reception.

Room

We have various categories to choose from (business rooms, historic rooms, wedding room or economy rooms).

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Room cleaning

In order to protect the environment and reduce water consumption, we ask you to refrain from cleaning your room if you are staying for several days. In this case, please inform reception. As a small token of our appreciation, you will receive a drink at reception.

Room of silence

The “room of silence” is located on the third floor for meditation and prayer.

S

Seating areas

You are welcome to use the following areas/rooms: in the lounge, in our designer seating at reception, at the round table in the Business Corner and in the “Alte Brotstube" on the basement floor. Drinks are served upon request.
Our meditation room is located on the third floor.

Shoe cleaning

You can clean your shoes at the hotel entrance. There is also a shoe-shining cloth and a shoehorn available in the room.

Shopping

Kö-Galerie, Kö-Bogen, Schadow-Arkaden, Sevens, Schadowstr, Königsallee and historic centre Duesseldorf These can all be reached from the Heinrich-Heine-Allee station.
Just stroll through the picturesque Kaiserswerth and visit a local store at the Klemensplatz, Am Kreuzberg or am Kaiserswerther Markt

You can find more information at reception.

Slippers

If you have forgotten to bring your slippers or bathrobe, please contact Reception where you can collect a pair.

Sustainability

It is our goal to act sustainably and to improve continuously. *The* range already includes numerous organic, Fairtrade, vegetarian and vegan products, such as organic milk/yoghurt/gouda/turkey breast/jam/ eggs/bread mix/flour/apple juice, soya/oat/almond milk, vegan spreads, Fairtrade coffee, tea, honey and chocolate. Our soaps, shower gels, shampoos are vegan from the ADA Eco Green series and cleaning materials carry the Ecolabel. You can use the light in your room only with your room key. We resign air conditioners and

minibars. Room cleaning and change of linen on express request (see sticker in bathroom). Help us to protect the environment by not leaving the water running unnecessarily while soaping up, flush the toilet only once, turn off the heating when the window is open, use our labelled waste bin systems (paper, plastic, residual waste) in your room and in the public areas to separate waste, use public transport (U79) for your activities in Düsseldorf. The Klemensplatz stop is within walking distance. Taxi -Düsseldorf provides e-taxis from its fleet on request.
Further information can be found on our website.

Swimming

Allwetterbad Ratingen, Jahnstr. 35, 40885 Ratingen, Phone 0 02102 485452, www.ratinger-baeder.de
"Flossen weg" open-air pool in Kaiserswerth, Kreuzbergstr. 33 40489 Düsseldorf, Phone 0 (0211) 4089668; www.flossen-weg.de
(May – Sept, 12.00 noon – 8.00 p.m.)

You can find more information at reception

T

Taxis

Phone 0 (0211) 33333 or 0 (0211) 212121

Telephone

To make external phone calls from your room, dial "0" followed by the number (with costs).
For more information see register "Telephone"

Telephone information service

Dial 0 11833.

Toiletries

Have you forgotten anything? Our reception staff will be happy to assist you with several individually packed products such as soap, cotton swab, shower cap, sewing kit and further toiletries.

Tours

There is a wide range of different tours through Düsseldorf, available in nine languages
Phone 0 (0211) 5802984.
www.duesseldorf-tourismus.de/duesseldorf-stadtfuehrungen Phone 0 (0211) 17202-840

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	The Kaiserswerth Deaconry offers interesting tours around the grounds, visitor service Phone 0 (0211) 4092213.
Towels	Please let reception know if, in the interests of the environment, you would prefer to forgo daily room cleaning and towel changes during stays of several days. As a small token of our appreciation, you will receive a drink at reception. If you require fresh towels, please inform reception and, for stays of several days, hang the used towels in the laundry bag on the door handle by 10 am, where you will also find the fresh towels later. Should you require additional towels, please contact reception.
Trade fairs	You can pick up trade fair maps and timetables at reception.
TV channels/ program	See register TV – channels. You will receive a monthly copy of the current television program at reception
U	
Umbrellas	You can take out an umbrella on loan for a deposit of € 10 at reception. Alternatively, you can purchase the umbrella for € 20.
Underground railway	Please pick up a timetable at reception or ask our staff about departure times at the U 79 stop on Klemensplatz.
V / W	
Wake-up call	Please contact reception or use the radio alarm clock in your room (only works with continuous current!). In every room there are sockets that have continuous current. All other sockets are switched on and off with your room key.
X / Y / Z	
Zoo	Zoo Duisburg, Mülheimer Str. 273, Duisburg, Phone 0 0203 305590, www.zoo-duisburg.de

HOTEL MUTTERHAUS
DÜSSELDORF

Breakfast service Hotel room

In order for us to guarantee this service,please hand in your order to Reception by 8.00 p.m.

Room Number: _____ Name: _____

Requested time between 7.30 and 9.30a.m. _____

Heiße Getränke / hot drinks

Fair Kaffee / fair-trade coffee	O
Tee mit frischen Pfefferminzblättern / fresh peppermint tea	O
Fair Schwarztee Darjeeling Bio / fair-trade organic Darjeeling tea	O
Fair Grüntee Ceylon Bio / fair-trade organic Ceylon green tea	O
Fair Hibiskus Tee Bio / fair-trade organic hibiscus tea	O
Fair Roibusch Tee Bio / fair-trade organic Rooibus tea	O
Fair Fenchel Tee Bio / fair-trade organic fennel tea	O
Fair Kamillen Tee Bio / fair-trade organic camomile tea	O
Fair Pfefferminz Tee Bio / fair-trade organic peppermint tea	O

Kalte Getränke / cold drinks

Apfelsaft trüb regionaler Anbau unfiltered / apple juice	O
Mineralwasser / mineral water	O
Orangensaft / orange juice	O
Bio-Vollmilch / organic whole milk	O
Bio-Vollkornbrotsorten / organic wholemeal breads	O
Toast / toast	O
Knäcke / crispbread	O
Brötchen / roll	O
Mehrkornbrötchen / multi-grain roll	O
Bio-Butter / organic butter	O
Bio-Marmeladen / organic jams	O
Bio-Honig / organic honey	O
Nutella / Nutella	O
Gekochter Schinken / boiled ham	O
Salami / salami	O
Camembert / Camembert	O
Emmentaler / Emmentaler	O
Bio-Gouda / organic Gouda	O
Hart gekochtes Bio-Ei / boiled organic egg	O
Bircher Müsli hausgemacht / Bircher muesli home-made	O
Bio-Naturjoghurt / organic natural yogurt	O
Fruchtjoghurt / fruit yogurt	O
Cornflakes / cornflakes	O
Obstsalat / fruit salad	O