

Welcome to Hotel Svendborg !

Best Western Plus Hotel Svendborg welcomes you and hope you will have a nice and pleasant stay.

In this guest folder you will find information about the hotel. If you have further questions or enquiries, the reception staff will be at your service 24 hours a day. Just dial 500 on the telephone.

We hope your stay will be pleasant and live up to your expectations.

**Med venlig hilsen / Yours sincerely**

**Best Western PLUS Hotel Svendborg**

*Tom Pelle Jensen*

General Manager



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## Hotel Svendborg's history

Best Western Plus Hotel Svendborg was built in the year of 1955 by shareholders and the Marshall help.

In 1979 Halberg Holding took ownership of Best Western Plus Hotel Svendborg. The hotel has since undergone an exciting development with several extensions and quite a lot of continual renovations.

During 2001 and 2002 a 4000 square meters large conference center and 48 new rooms were added. In 2006 our kitchen was extended and totally modernized. The same year Restaurant Krinsen underwent a total refurbishment. In 2016 the restaurant was updated again.

The facades, reception area, lounge and restaurant were renovated in 2019/20.

Today the hotel is owned by Halberg Hotels which consists of Best Western Plus Hotel Svendborg, Hotel Garni in Svendborg and Best Western Plus Hotel Fredericia.

Svendborg, the "capital" of South Funen - while enjoying your stay at Best Western Plus Hotel Svendborg the town is right outside our door, and we recommend that you enjoy the area during your visit.

You will find a sauna at Solo Fitness, and the front desk will issue you a free entrance ticket.

## Hotel Svendborgs facilities & services

[Solo Fitness](#) is located 10 min. walk from Best Western Plus Hotel Svendborg.

You will find two charging points for electric cars in the hotel underground parking.

Please, contact front desk for questions.

The hotel has a minor fitness room free of charge, which is situated in "Det Gule Hus" (The yellow house). Entrance from the parking area.

In addition, the hotel offers free access to Solo Fitness which is located only 500 meters from the hotel and with free parking. Please call front desk for further information at local tel. no 500.

The hotel has its own [parking lot](#) monitored by video cameras. Parking is free and at your own responsibility. Please, remember to register your car on the tablet in the reception.

### KIOSK

Gifts, candy, stamps and tobacco can be bought at front desk.

You can get various toiletries free at front desk, hereof toothbrush and toothpaste, shaving kit, sewing kit, shower cap, tampons and sanitary towels.

### BEDLINEN

Bedlinen is changed every 4 days. Should you wish an extra change please, contact front desk at local tel. no 500.

### ACCESSIBILITY LABEL SCHEME

The hotel has joined 'God Adgang' which means that our facilities has been registered and labelled accessible for wheelchair users, reduced mobility, arm- and hand impairments, visual impairments, hearing impairments, asthma and allergies, mental disabilities and reading difficulties.

## DEMENTIA FRIENDLY HOTEL

In 2016 Hotel Svendborg became the first dementia friendly hotel in Denmark. The entire staff has completed the Alzheimer's associations course for dementia friends.

**THE FRONT DESK is open 24 hours a day.** At the reception you can buy snacks and still water.

Tap water is of fine quality, and you can drink the water without any risks.

**We accept the following cards:**

Diners Club

Eurocard

American Express

Visa

Mastercard

Dankort

All commercial credit cards, cards issued outside Denmark and American Express cards are imposed with a fee matching the costs of use.

The hotel rooms are all non-smoking rooms. Should this be ignored, a fine of DKK 2.000 will be charged for the extra cost of cleaning.

In the ground floor area you will find our Smoker's lounge. The lounge is open 24 hours.

**Electricity** is activated by placing the keycard in the white box on the wall in hallway of the room.

Permanent power can be found at the desk in the room.

The voltage is 220 volts.

**Luggage** can be stored free of charge in our locked luggage room next to the lobby 24 hours a day.

If you would like assistance with your luggage please contact reception at local tel. no 500. Luggage assistance is available 24 hours daily.

## ALLERGY

If you suffer from allergies and want a special duvet or special pillows, please contact front desk. The hotel also offers allergy friendly rooms.

## PILLOWS

An extra pillow is to be found in the closet in the room. For special requirements please, contact front desk. We can offer a high pillow, low pillow, allergy friendly pillow and a pillow with memory foam.

## DUVET COVER

Should you wish to have a different type of duvet cover, or an extra one, please contact front desk tel. no 500.

## UMBRELLA

You can borrow umbrellas from the front desk.

## BATHROBE

Should you like a bathrobe and/or slippers, please call front desk tel. no 500.

[Express check out is possible](#). You can give your credit card information to the front desk, who will charge your card and email a receipt to you, leave a receipt in your room or you can pick up the receipt from the front desk within an agreed time. Please, contact front desk at local tel. no 500.

[Electrical fans](#) can be borrowed from the front desk. Free delivery to the room is possible. Contact front desk at local tel. no 500.

[Should you have forgotten some things at home](#), remember that we have toiletries like toothbrush/paste, shaving kit, sewing kit, comb, shower cap and sanitary towels free of charge at the front desk.

Should you wish to have some ice cubes, please contact the Bar at local tel. no 503.

[If you need extra](#) soap, shampoo, towels, pillows, hangers or similar these are available free of charge at front desk. Please call local tel. no 500. You can also borrow adapters at front desk 24 hours a day.

You will find a shoe-polishing machine at the cloak room by the lobby.

Please contact the front desk [for iron and ironing board](#). You will also find iron and ironing board in the corridors.

Front desk should be happy helping you delivering your clothes to a local tailor.

The opening hours are: Monday-Friday 10:00 – 17:30 hours, Saturday 9:30 – 14:00 hours.

You can borrow [Danish newspapers](#) from the lobby. An iPad is provided with access to English newspapers. Please, ask front desk for further information.

## LAUNDRY

Please deliver your garments for laundry at the reception desk before 09.00 a.m. and you will have them back in the afternoon at 17.30 p.m.

On Saturday, Sunday and holidays there are no laundry service.

Please place your garments in the laundry bag, which you will find in the wardrobe. Fill in the laundry slip and hand it in to the front desk.

## DRY CLEANING

Garments for dry cleaning can be delivered Monday and Wednesday. Within the same week you will have it back 2 days later at 17.30. If you give it in Friday you will have it back Wednesday the following week.

## IRONING

Best Western PLUS Hotel Svendborg offers a 1-hour ironing service 24 hours a day, 7 days a week. You will also find iron and ironing board in the room corridors.

Prices for ironing:                      Shirt/blouse    DKK 40.00

Trousers/skirt DKK 60.00

Jacket                                      DKK 90.00

Please, find coffee/tea making facilities in your room. Coffee, tea etc. is also free of charge at the 2nd floor lobby. If you want a coffee / tea tray brought to your room, you can contact the restaurant at local tel. no 503.

## SHUTTLE SERVICE

Shuttle service is not provided by the hotel. Should you like to order a taxi please, contact front desk at local tel. no.: 500, or contact Svendborg Taxa directly at tel. no: +45 7010 2122.

## PETS

Dogs and cats are allowed in certain rooms. An extra fee will be charged per night DKK 135,00.

## CITYMAP

Is available free of charge from front desk.

## BROCHURES

Various brochures can be found in the lobby by front desk.

## THE HOTEL BAR

The bar is open from 06.00 - 24.00 - extended opening hours may occur.

After midnight beer and water are available from the hotel reception.

## BREAKFAST IS SERVED AT THE FOLLOWING HOURS

Week 1 – 24 & week 34 - 53:

Monday-Friday                              06.30 - 09.30

Saturday                                      07.00 - 10.00

Sunday    07.30 - 10.30

Week 25 – 33:

Monday-Friday                              07.00 - 10.00

Saturday & Sunday 07.00 - 10.30

### EXPRESS BREAKFAST

Express breakfast is available 1 hour before the normal breakfast hours, and has to be pre-ordered the night before, and no later than at 22.00 hours.

You can have your express breakfast at the hotel, or "To go"

Express breakfast includes:

Coffee / tea

Bread

Fresh fruit

Fruit juice

You can buy chocolate and crisps from the front desk around the clock.

Sandwich, beer, and water can be purchased from the front desk when the bar is closed.

You will find Restaurant Krinsen on the ground floor, just across from the reception.

Restaurant Krinsen has the following opening hours:

12.00-15.00 for lunch

18.00-21.30 for dinner

Please note; there is no service on Sundays after 10.00.

Please, contact reception for recommendation of restaurants close by.

For a table reservation please, call +45 6217 6203 or local tel. no. 503.

### THE HOTEL OFFERS ROOM SERVICE

Monday-Saturday: 07.15 - 09.30

Sunday: 07.30 - 10.00 - breakfast only

### A ROOMSERVICE MENU CAN BE FOUND SEPERATELY

For room service we charge a fee.

To contact the restaurant Krinsen please, dial: 503

We offer room service breakfast.

Please, fill out an order form at reception the day before.

Please, contact the restaurant local no: 503 for questions.

Breadrolls, rye bread, white bread, jam, meat toppings, cheese, egg, orange juice, coffee, tea and others.

#### INTERNATIONAL COUNTRY CODES

Australia	61
Austria	43
Belgium	32
Brasil	55
Canada	1
Chiele	56
Cyprus	357
Finland	358
France	33
Germany	49
Great Britain	44
Greece	30
Greenland	299
Ireland	353
Iceland	354
Italy	39
Luxembourg	352
Malta	356
Netherlands	31
Norway	47
Poland	48
Portugal	351
Switzerland	41
Spain	34
Sweden	46
Turkey	90

USA 1

### INTERNE SERVICENUMRE

Reception	500
Restaurant	503
Roomservice	503
Opringning ud af huset	0

### INTERNAL TELEPHONE NUMBERS

Reception	500
Restaurant	503
Room service	503
External calls	0

### WAKE UP CALL

Please, contact front desk at local tel. no 500.

Best Western Plus Hotel Svendborg

+45 6221 1700

### EMERGENCY CALL

Please dial 0 and wait for a clear tone, then dial 112.

Please, see further instructions by the phone.

### DOMESTIC CALLS

Dial 0 + the number.

### INTERNATIONAL CALLS

Dial 0, wait for a clear tone, dial 00 + country code + area code + the number.

You will find a list of country codes on the following page.

To order a wake-up call:

Please contact front desk - Dial 500

Use the TV for wake-up calls:

Follow instructions under TV in this directory

The telephone in the room works both internally as well as externally.

Front Desk - Dial 500

Restaurant - Dial 503

To call another guest - Dial room number.

### ALARM

Please dial 0 and wait for a clear tone, then dial 112

Please, see further instructions by the telephone.

### DOMESTIC CALLS

Dial 0 and wait for a clear tone, then dial the 8 digits.

### INTERNATIONAL CALLS

Dial 0 and wait for a clear tone, then dial 00 + country code, followed by the area code. Quite often the first digit of the area code, usually 0, must be excluded.

You will find a list of country codes on the following pages.

### INCOMING CALLS

You can receive incoming calls in your room on the number written on your telephone.

You can also receive incoming calls through front desk.

### ROOM CALLS

If you wish to make a call directly to another room in the hotel, just dial the room number.

For wake up calls please, contact front desk. Dial local tel. no 500

### Use the TV for wake up calls:

1. Turn on the TV
2. Push the “clock” button on  
the remote control
3. Use arrow up/down/left/right for  
setting the desired time
4. Choose “Done” and turn off the  
TV
5. In the clock display you will  
now see a little clock
6. To turn off or changing the  
alarm please, push “clock” on  
the remote control.

Please contact the front desk for help with fax and photocopies.

Photocopies DKK 2.00

Transparencies DKK 8.00

Best Western PLUS Hotel Svendborgs fax no is +45 6221 9012

[All public areas and all rooms have free wireless Internet available.](#)

If you experience problems with the WiFi please, contact front desk at local tel. no 500.

Our business centre is located at the 1st floor where you will find computers with internet, and printer at your disposal 24 hours a day.

Should you need wired Internet, this is also available at the business centre.

Please, contact front desk at local tel. no 500, should you have any questions.

[We also have TV in the café/bar.](#)

Connect your own equipment via the HDMI port on the left side of the set - Computer/Apple TV/Chromecast/Telephone - press the 'house' button and choose the 'Computer symbol'.

#### USE THE TV FOR WAKE UP CALLS:

1. Turn on the TV
2. Push the "clock" button on the remote control
3. Use arrow up/down/left/right for setting the desired time
4. Choose "Done" and turn off the TV
5. In the clock display you will now see a little clock
6. To turn off or changing the alarm please, push "clock" on the remote control.

#### For TV channel overview

- press LIST on the remote control.

For fire, ambulance or police call the emergency directly at 0+112 on the landline or contact reception at local tel. no 500.

The evacuation plan as well as instructions are placed by the room entrance door. Please, make yourself comfortable with the routines and the location of emergency exits upon arrival.

If a medical emergency occurs, please contact the front desk by dialing 500.

The front desk has access to a heartstart defibrillator.

To contact the ambulance directly, please dial 0+112.

The out of hours doctor and the emergency room at Svendborg Hospital can be reached on telephone no 0+45+7011 0707.

#### PHARMACY

We recommend Svendborg Løve Apotek, Svendborg Bycenter, tel.no 0+45+6221 0062.

Please contact front desk for further information.

The hotel is not responsible for your valuables. You can use the safe deposit box in the room during your stay free of charge.

For instructions, please see front of the safety deposit box.

For any questions please, contact the front desk at local tel. no 500.

#### DEAR CONFERENCE COORDINATOR

We welcome you to our conference- and events facilities, where we can offer you 15 flexible meeting rooms covering more than 33.000 sq ft.

Our largest conference room has a capacity of up to 300 delegates.

For us it is of utmost importance that you as a conference coordinator feel confident from start to finish. From planning to a successful finish we are here to support, assist and inspire you.

We keep our promise to you.

For booking and quotes please contact our conference department.

#### DEPARTURE

We encourage conference guests to check out before the meeting starts, or no later than 11.00. Should you need to keep your room after this time, please request this at reception, local tel. no: 500.

#### COPY

Photocopy DKK 2.00.

Scan of documents DKK 2,- per page.

Please, contact front desk.

**GOLF** The hotel can offer you a discount on green fees for Svendborg's 18-hole golfcourse, situated 10 minutes drive from the hotel. We can also offer a discount on green fees for the golfcourses in Faaborg, Midtfunen and on Langeland.

**WATERLAND** The hotel can offer you a special price for Svendborg's Waterland, 5 minutes drive from the hotel.

**SWIMMING POOL** The hotel offers you free entrance to Svendborg's public swimming pool all weekdays between 6.30 and 08.00 am. The swimming pool is just next to the hotel. The pool is closed during school holidays.

**JOGGING** Please, contact front desk for free maps of jogging routes.

**TABLE FOOTBALL** If you want to play table football you can play in the basement free of charge.

**DARTS** Darts is available free of charge in the basement. The darts can be borrowed at front desk.

**POOL** Pool table is situated in the basement, price per game is DKK 10,-.

Please contact the front desk at local tel. no 500 for further information.

## **GREEN KEY**

Best Western Plus Hotel Svendborg is a member of "The Green Key

You can exchange currency in smaller amounts at the front desk.

At the bank across the road, you can exchange larger amounts during opening hours.