WELCOME TO THE
ENSO HOTEL

Thank you for choosing our hotel for your visit to Ingolstadt.

On the following pages you will find information about our services as well as helpful facts for your visit to Ingolstadt.

If you have any questions, please do not hesitate to contact the reception.

As our guest you deserve the best service. If you are not satisfied with your experience at any time, please let us know. Our friendly reception team is always there to help you.

We are also interested in your opinion about our hotel. Therefore, please fill out our guest-questionnaire as we are always open to suggestions on how to serve you better.

We wish you a pleasant stay.
TECHNOLOGY

PHONE

Front Desk

Please dial „0“ for an outside call.

AIR CONDITIONER

Fan speed

To increase the temperature

To reduce the temperature

On / Off
FIRE GUIDELINES

In recent years, fire has claimed thousands of lives around the world. By following a few basic rules, many of these people could have escaped unharmed. Developed especially for hotel guests, “Fire Guidelines” is a summary of articles published by leading safety experts.

PLAN AHEAD

Plan your fire escape route before you are trapped. When checking into your room, locate the fire exit so that you can find it in the dark.

1. If you leave your room in an emergency, take your key with you in case you need to get back into the room. Close the door behind you. A small flashlight may prove to be helpful.

2. Never use an elevator during a fire. Elevators can easily malfunction during a fire, people could be trapped inside.

3. Do not panic. You can avoid panic by becoming familiar with your surroundings.

IN CASE OF FIRE

1. If you suspect fire, call the reception immediately. Give your name, room number and a brief description of the situation.

2. Take your key when leaving your room. If your family is with you, determine a meeting place outdoors to assure that everyone is safe.

3. Feel the door with the palm of your hand. If the door or the knob is warm, do not open it.

4. If the knob is not warm, kneel down and open the door slowly, be ready to close it quickly if smoke comes in. If the hallway is clear, head for the exit, not the elevator. Close the door behind you. Take your key with you.

5. Do not stand. Keep close to the floor to avoid smoke and carbon monoxide poisoning.

6. Stay on the same side of the hallway as your exit, counting the number of doors to the exit.
GUIDELINES IN CASE OF FIRE

7. When you have reached the exit, walk quickly but cautiously down the stairs while gripping the handrail. If you encounter smoke, do not try to get through it. Turn around and walk upstairs. Proceed to a smoke-free corridor and try to reach another exit.

8. If you are unable to leave your room, make every effort to call attention to yourself. If you cannot reach the hotel operator, call the local fire department (0112) and name your exact location. Signal your position by hanging a bed sheet out of your window.

9. If there is smoke in your room, open the window. Do not break the glass unless it is absolutely necessary. Even more smoke could enter from the outside.

10. Fill the bathtub with water. Put wet towels and sheets around the door and any vent which allows smoke to enter the room.

11. If the door and walls are hot, pour water on them to keep them cool.

12. Place the mattress up against the door and keep it in place with chairs. Keep it wet.

13. A wet towel tied around your nose and mouth will help to filter out smoke. Fold it into a triangle and put one end in your mouth.

14. If there is fire outside the window, pull down the drapes and remove everything flammable from around the window.

15. Do not jump out of the window, especially if you are on the third floor or above. A fall from this height can cause serious injury. Continue to protect yourself from the fire and signal for help from your window.
"LET'S CELEBRATE LIFE, ENJOYABLE MOMENTS"
"ZELEBRIEREN WIR DAS LEBEN, GENUSSVOLLE MOMENTE"
"CELEBRAMOS LA VIDA, MOMENTO CON DELEITE"

FRÜHSTÜCK: Montag bis Samstag von 6:00 - 10:00 Uhr
Sonntag und an Feiertagen: von 7:00 - 10:30 Uhr

BREAKFAST: Monday to Saturday from 6:00 am to 10:00 am
Sunday and public holiday from 7:00 am to 10:30 am

EL DESAYUNO: esde lunes a sabado de 6:00 am hasta 10:00 am
Los dominos y día festives de 7:00 am hasta 10:30 am

ensorino - CAFFÈ, PASTA, VINO & BAR

- Montag bis Sonntag von 9:00 - 01:00 Uhr
  Täglich zwischen 11:30 und 14:00 Uhr sowie zwischen
  18:00 und 22:00 Uhr steht Ihnen unsere italienische
  Bistro-Küche mit Pasta-Gerichten, Salaten und Snacks
  zur Verfügung.

- Monday to Sunday from 9:00 am to 01:00 am
  Food is served daily from 11:30 a.m. to 2:00 p.m. and from
  6:00 p.m. to 10:00 p.m. Please try the delicious pasta,
  salads or snacks prepared by our Italian cooks.

- El desayuno esde lunes a sabado de 9:00 am hasta
  01:00 am
  Todo los días hay comida italiana de 11:30 am hasta
  02:00 pm y de 6:00 pm hasta 10:00 pm.

ROOMSERVICE

Frühstück/Breakfast/Desayuno  6:00 - 10:00
Mittagessen/Lunch/Almuerzo    12:00 - 14:00
Snacks/snacks/piscolabis    10:00 - 22:00
Abendessen/Dinner/Cena       18:00 - 22:00
Getränke/Drinks/bedida       6:00 - 00:00
Adapters
Adapters and a variety of chargers can be borrowed at the reception.

Air Conditioning
Our rooms feature air conditioning. Instructions are enclosed in this folder.

Airports
The closest and largest airport is the Munich Airport (Franz-Josef-Strauß-Flughafen). It’s about 70km south of Ingolstadt. The reception can advise you on transportation to the Munich Airport by taxi, the Airport-Express Bus or train. The Nürnberg Airport is the second largest airport in the area. It is about 100km north of Ingolstadt and can be reached in about an hour via the highways A9 and A73. The private airport IMA (Ingolstadt Manching Airport) offers a variety of inner-German flights.

Allergy-Friendly Rooms
Our hotel has three rooms equipped with laminate floors. Please check availability at the reception.

ATM Machine
The closest ATM machine is at the Sparkasse in the Asamstraße, about 10 minutes on foot from the hotel. There’s also an ATM machine at the Volksbank Raiffeisenbank in the Donau City Center, just over the Danube (Schillerbrücke) on the left side. There are various banks in the Ingolstadt city center.

Babysitter
Babysitting services can be provided. Please give the reception early notice.

Bathrobes
Bathrobes are available at the reception for a deposit of 10,00 €. Please contact the reception.

Bar
The “ensorino Caffè, Pasta, Vino & Bar” is open from 9 a.m. to 1 a.m. Refreshments, coffee specialties, wine and cocktails are offered there. Food is served from daily from 11:30 a.m. to 2 p.m. and from 6 p.m. to 10 p.m. Please try the delicious pasta, salads or snacks prepared by our Italian cooks.

Barrier-free Rooms
Our hotel has one barrier-free room that is handicapped accessible.

Bedding
All our rooms have anti-allergenic bedding. We have additional specialty pillows at the reception.

Bicycle Rental
Two city bikes and two e-bikes are available to rent and your e-bike batteries can be charged at the reception. Enso Hotel is a certified “Bed and Bike” hotel.
Bike Shop
The “Radhaus”, just one house down from the hotel, opened in 2010. They offer over 5000 bicycles from 30 brands and a large selection of equipment and accessories.

Breakfast / Room Service / Take-out Breakfast
Buffet breakfast is served daily from Monday to Saturday from 6:00 a.m. to 10:00 a.m. Breakfast on Sunday and public holiday is from 7:00 a.m. to 10:30 a.m. A room service menu is available at the reception. Please fill out the room service order form and hand it in to the reception by 1 a.m. *
If you don't have time for breakfast, please ask the reception about our take-out breakfast.
Á la carte Frst. in the bar! After 10 a.m. an á la carte breakfast is available in the ensorino bar.
* The roomservice charge is 3 €.

Blanket
Please turn to the reception for an additional blanket.

Bus
The closest bus stop is right in front of the hotel. Bus number 52 takes you into the city center. Please ask for an exact schedule at the reception.

Bus Parking
We are happy to reserve parking for bus groups.

Car Rental
If you would like to rent a car, please contact the reception.

Chauffeur Services
If you need chauffeur services, for example to the airport, please contact the reception.

Check-in and Check-out Times
Check-in time is after 3 p.m., check-out time is by 11:00 a.m. If you would like a late check-out, please contact the reception.

Cigarettes
A cigarette machine is in the basement, next to the parking garage entrance. Smoking is prohibited in the hotel and most guest rooms.

Conference Rooms
We are happy to inform you about our 2 conference rooms, which can hold up to 60 people. Plan your next event at the ensö Hotel! Please contact the reception for more information.

Crib
A crib for your baby can be provided free of charge. Please contact the reception.

Credit Cards
American Express, Diners, Mastercard and Visa are accepted forms of payment at the hotel, as is the EC-Cash-Card.

Culture
A museum and culture guide is available at the reception, as are the current theatre and movie theater programs.
Directory Assistance
If you need directory assistance, please contact the reception.

Do Not Disturb
The “Do Not Disturb” sign can be hung on the outside of your door to ensure privacy.

Doctors
24-hour emergency service is provided at the Klinikum Ingolstadt. It is also possible to make a doctor’s appointment. Please contact the reception.

Dogs / Pets
Your four-legged friends are welcome at the enso Hotel, assuming they are housebroken and friendly. Please inform the reception should you leave your dog alone in the room. Dogs are not allowed in the breakfast room.

E-bike Charging Station
Your e-bike can be re-charged at the reception.

Emergency Exits
Please follow the signs in the hallways to the nearest emergency exit or refer to the floor plan on your door.

Emergencies
In case of an emergency, please contact the reception immediately or dial:
0-110 Police
0-112 Firedepartment/ Ambulance
0-116116 Credit Card loss

enso Oasis
The enso Oasis is on the 6th floor. You are welcome to use the fitness area, the sauna and the infrared cabin. The sauna is open from Monday to Friday from 3 p.m. to 11 p.m., on weekends upon request. Massages can be arranged, please contact the reception. Use your room key to access the enso Oasis.

Entertainment
The reception is happy to inform you about entertainment possibilities. See „Culture“

ERCI-Shop
Ice hockey fans might enjoy visiting the ERCI-Shop next door. ERCI team souvenirs and equipment are sold there.

Fax
Faxes can be sent and received at the reception. Our fax number is: +49(0)841/88 55 91 00.

Fire
In case of fire please contact the reception. Please see the floor plan on your door for the closest emergency exit. Do not use the elevators. Read the “Fire Guidelines” included in this folder to be prepared in case of fire.

Fitness
A small fitness area is in the enso Oasis on the 6th floor. See also „Parks“ and „Jogging“.
Flowers
Flowers can be ordered at the reception.

Fresh Sheets
Sheets are changed twice a week during a longer visit. If you would like your sheets changed more often or if you’d like to forgo fresh sheets for environmental reasons, please let the reception know.

Gas Stations
The closest gas station with a 24 hour shop is in the Manchinger Straße, about 3 minutes from the hotel.

Gift Certificates
You’ve enjoyed your stay at the enso Hotel and you’d like to share the experience? Gift certificates can be purchased at the reception.

Golf Courses
The Ingolstadt 9-hole Golf Course can be reached in about 10 minutes by car. The handicap during the week: 45, on the weekend: 36. The 18-hole Wittelsbacher Golf Course in Neuburg can be reached in about 20 minutes by car. The daily handicap is 36. Please contact the reception for more information.

Grocery Stores
The grocery store Edeka, a bakery and a post office are diagonally across the street from the hotel.

A variety of grocery stores are in the Donau City Center, just over the Danube (Schillerbridge) on the left side, about a 10 minute walk from the hotel.

Hairdresser
The reception is happy to help you make a hairdresser appointment.

Housekeeping Services
If you have a special request, like extra towels or pillows, please contact the reception.

Ice
Ice is available at the ensorino-Bar.

InterSport Müller
Your specialty shop for sports equipment is in the same building as the hotel, just beyond the restaurant. Brand names, excellent service and value for your money can be found here.

In-house Calls
Simply dial the room number to reach another guest.

Internet-PC
Use the internet-terminal in the lobby for free internet access. Printouts can be sent to info@enso-hotel.de
Infrared Cabin
An infrared cabin can be found in the enso Oasis on the 6th floor. Please find additional information enclosed in this folder.

Internet Access
Wireless internet access is available. Access tickets for a variety of time-spans are sold at the reception. The ticket is valid for 5 days. Please log off to stop the clock.

Iron and Ironing Board
Please request an iron and ironing board at the reception.

Jeweller
Jewellers can be found in the city center and the mall “West Park”. Please contact the reception for more information.

Jogging
See “Klenzepark” and our brochure „ensoRUN“.

Key Cards
Please return your key card to the reception. A 5€ deposit is booked for each key card issued.

Laundry
A laundry bag and price list can be found in your closet. Laundry brought to the reception by 8:30 a.m. will be returned the same day.

Lighting
The lighting in your room can be adjusted using the dimmer button next to your bed. The lighting in the bathroom can be adjusted as well.

Lost-and-Found
If you’ve misplaced or forgotten something in the hotel, please contact the reception.

Lobby
You are welcome to meet with your friends or business partners in our lobby. Information about Ingolstadt and current events is available at the reception. Feel welcome to use the hotel’s internet-PC for free internet access.

Luggage
Luggage carts are available for your convenience. Luggage can be stored at the reception.

Maps
Maps of Ingolstadt are available at the reception.

Mail and Messages
The reception will bring messages and mail to your room. If that’s not possible, they will be kept for you at the reception. The closest post office is in the Edeka grocery store, diagonally across the street from the hotel. Stamps can be bought and mail sent at the reception.
Massages
An appointment for a massage can be made at the reception.

Newspapers and Magazines
A big selection of magazines and newspapers can be found at the reception and breakfast room.

Opticians
A variety of opticians are in the Ingolstadt city center and in the mall “West Park”.

Parks
Klenzepark, named after Leo von Klenze, is located between the hotel and the Danube. The park and the Danube are ideal for relaxation and provide ideal jogging and bike routes. Please contact the reception for additional information.

Parking / Parking Garage
Free above ground parking is available; there is an additional charge to park in the hotel garage. Don’t forget to remove any valuables from your car and lock up. The hotel cannot be made liable for theft or damage to your car while parked at the hotel.

Photocopies
Photocopies can be made at the reception for an extra charge.

Pillows
Specialty pillows are available at the reception.

Printing
To print documents in black and white or colour, please send them in an email to: info@enso-hotel.de with reference to your room number.

Privacy
Our guest’s privacy is important to us. Please understand that we cannot give out any information to others about your visit to our hotel, unless you would like us to do so. Please contact the reception.

Quality
It is a daily challenge to improve the quality of our service. Please help us with constructive criticism! A guest-questionnaire is included in this folder.

Reading Glasses
You forgot your reading glasses? You may borrow a pair at the reception.

Reception
The reception is open 24 hours a day and can be reached by dialling 199 or 200.
Restarants
The reception is happy to recommend a restaurant outside the hotel complex, for example in the Ingolstadt city center, just a 10 minute walk from the hotel.

Room Cleaning
Your room is cleaned daily by our cleaning staff. If you do not want to be disturbed, please hang the “Do Not Disturb” sign on your door.

Room Reservations
Room reservations can be made at the reception.

Room Service
Please find a menu enclosed in this folder. The room service charge is 3€ per order.

Room Key Card
On check-out day your room key card is programmed until 11 a.m. For electricity in your room please put your key card in the key box upon entering your room.

Sanitary Products
A variety of sanitary products are available at the reception: shaving and dental sets, cotton balls, shampoo, body wash, shower caps, etc.

Saturn Arena
Our neighbour, the Saturn Arena, is home to the successful ice hockey team “ERC Ingolstadt Panthers” (Winners of the German Championship 2014). It is also open to the ice-skating public. To buy tickets for games and for more information, please contact the reception. Trade fairs and concerts also take place in the arena.

Sauna
A sauna is located on the 6th floor in the enso “Oase”. The sauna is on during the week from 3 to 11 p.m. On the weekend please let us know 30 minutes beforehand that you’d like to use the sauna and we’ll turn it on for you.

Scan
You can scan documents at the reception.

Shopping
There are many shops and boutiques in the historical city center, the mall “West Park” and the factory outlet center “Ingolstadt Village”. Please ask the reception for directions.

Shoe Polishing Machine
A shoe polishing machine is in the basement, next to the parking garage entrance.

Sightseeing
A city map with points of interest is available at the reception. The reception is happy to inform you on opening hours, tours and day trips to the nearby Altmühl Valley.

Smoking
Smoking is forbidden in the hotel. We have a small number of guest rooms available for smokers. A fee of 150,00 € will be charged for smoking in a non-smoking room. Thank you for understanding.
Slippers
Slippers are available at the reception.

Stamps
Stamps are sold at the reception.

Swimming
You can swim and relax at the water park and sauna complex “Donautherme Wonnemar”, just 2 minutes on foot from the hotel. Hotel guests receive a 10% discount, coupons are available at the reception.

Tourist Information Office
The Ingolstadt Tourist Information Office is in the old town hall in the city center. It can be reached by dialling 0841-3051098. Please dial “0” for an outside line. Maps of the historical city center are available at the reception.

Train Station
The Hauptbahnhof (central train station) is 8 minutes by car from the hotel. The Nordbahnhof is about 12 minutes by car from the hotel. For timetable information please contact the reception.

Translator
If you require a translator, please contact the reception.

Umbrellas
An umbrella can be borrowed at the reception.

Valuables
A room safe is provided in the room categories “Komfort” and “Business”.

Visitors
For your safety please register visitors at the reception. Visitors who stay the night change the room rate. Additional room rate information is available at the reception.

Voltage
The voltage in Germany is 230 V. Adapters can be borrowed at the reception.

Wake-Up Call
Requests for a wake-up call can be made at the reception.

Wonnemar
See “Swimming”
MEETINGS AND EVENTS
FOR 10 OR MORE PARTICIPANTS

**HP - Half-board including the following:**
- Meeting room with standard equipment
- “Good morning“ coffee
- Mid-morning coffee break with a sweet snack
- Italian style buffet for lunch
- Afternoon coffee break
- Unlimited in-room drinks plus one drink during meals

Starting at 64,00€ per person

**VP - Full-board including the following:**
- Meeting room with standard equipment
- “Good morning“ coffee
- Mid-morning coffee break with a sweet snack
- Italian style buffet for lunch
- Afternoon coffee break
- Unlimited in-room drinks plus one drink during meals
- Italian style dinner

Starting at 84,00€ per person

**Standard Equipment**
The following equipment is included:
Flipchart including paper, presentation case, bulletin boards, lectern, pads and pens

**Media and Tools**
Additional equipment is available starting at € (see rates below):
- Photocopies - black and white ...........................€ 0,25
- Photocopies - colour ........................................€ 0,70
- Transparency photocopies - black and white .......€ 1,00
- Transparency photocopies - colour .....................€ 2,00
- Laser pointer ......................................................€ 10,00
- Internet access code ............................................€ 15,00
- Small stereo system ..........................................€ 30,00
- Projector ............................................................€ 75,00
- Interactive whiteboard ........................................€ 180,00

We are happy to arrange for additional equipment from our local technical partners upon request.
Coffee breaks

Please choose between the following:

Mornings:
- Fitness includes fruit yoghurt, fruit salad and vegetable juice
- Bavarian includes pretzels with butter and fresh fruit
- Exquisite includes pastries from the patisserie

Afternoons:
- Fitness includes granola bars and fresh fruit
- Bavarian includes Danish pastry
- Exquisite includes pastries and cake

Coffee and a variety of teas are served during each break.

Extras: 

<table>
<thead>
<tr>
<th>Item</th>
<th>Price per Person and Piece</th>
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<tbody>
<tr>
<td>Pretzels with butter</td>
<td>€ 1.80</td>
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<tr>
<td>Canapés</td>
<td>€ 2.60</td>
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<tr>
<td>Open faced sandwich</td>
<td>€ 2.30</td>
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<tr>
<td>Brezen und Obatza</td>
<td>€ 2.50</td>
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<tr>
<td>Extra coffee / tea break</td>
<td>€ 5.00</td>
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<tr>
<td>Tomato and mozzarella skewer</td>
<td>€ 2.50</td>
</tr>
<tr>
<td>Goulash soup with bread</td>
<td>€ 6.00</td>
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<tr>
<td>Grape and cheese skewer</td>
<td>€ 2.50</td>
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</tbody>
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Drinks:
The following drinks are available:
- Juices: apple, grape, orange, currant
- Soft drinks: Tonic Water, Ginger Ale, Bitter Lemon, Water, Coca-Cola, Diet Coca-Cola, Coca-Cola Zero, Fanta, Mezzo Mix, Sprite
Dear Guest,
we have the following specialty pillows available at the front desk:

- Rayon pillow (40 x 80cm) with a 2cm thick rayon cover and hollow fiber filling. Suitable for people with allergies.
- Latex contour pillow (40 x 80cm) light density.
- Foam contour pillow (40 x 80cm) medium density.
- Down Pillow (40 x 80 cm) light and fluffy
### AREA CODES

<table>
<thead>
<tr>
<th>Country</th>
<th>Area Code</th>
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<tbody>
<tr>
<td>Egypt</td>
<td>0020</td>
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<td>Ethiopia</td>
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### TV PROGRAMME / INDOOR ENTERTAINMENT

1. Das Erste  
2. ZDF (HD)  
3. RTL Television  
4. RTL 2  
5. VOX  
6. SAT 1  
7. Pro Sieben  
8. Kabel eins  
9. 3 Sat  
10. N24  
11. n-tv  
12. Tele 5  
13. SPORT 1  
14. ANIXE  
15. Arte  
16. DMAX  
17. Deluxe Music  
18. einsfestival  
19. einsplus  
20. MDR S-Anhalt  
21. Bayerisches FS Süd  
22. hr-fernsehen  
23. rhein-main tv  
24. SWR Fernsehen BW  
25. SWR Fernsehen RP  
26. rbb Berlin  
27. Bayerisches FS Nord  
28. BBC World  
29. Tagesschau 24  
30. Phönix  
31. WDR Köln  
32. CNBC Europe  
33. rbb Brandenburg  
34. KIKA  
35. NDR FS HH  
36. MDR Thüringen  
37. N24 Austria  
38. Super RTL  
39. RTL nitro  
40. Eurosport Deutschland  
41. sixx  
42. HSE 24 EXTRA  
43. Sonnenklar TV  
44. SAT. 1 GOLD  
45. Euro NEWS  
46. Russia Today  
47. Al Jazeera Channel  
48. Al Jazeera English  
49. France 24 en Francais  
50. France 24 English  
51. France 24 Arabic

### RADIO PROGRAMME / INDOOR ENTERTAINMENT

1. Bayern 1  
2. Bayern 2  
3. Bayern 3  
4. Rock Antenne  
5. D-Kultur  
6. Antenne Bayern  
7. BR Heimat  
8. Bayern Plus  
9. BS Plus  
10. MDR 1 Sachsen  
11. hr 1  
12. NDR  
13. SWR 3  
14. radio eins  
15. OE 1  
16. BS aktuell  
17. hr 2  
18. hr 4  
19. hr 3  
20. br-Klassik  
21. Antenne Brandenburg  
22. Europe 1