

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.



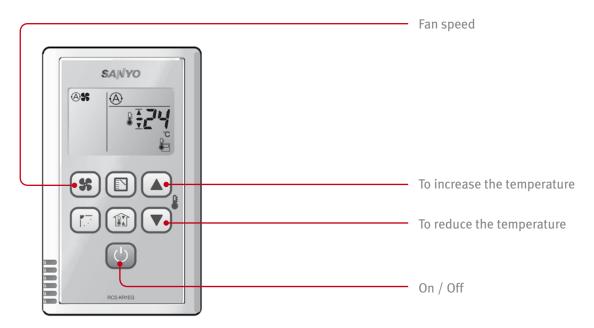


TECHNOLOGY

PHONE



AIR CONDITIONER







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.

- 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 smokefree 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 (0 112)** and name your exact location. Signal your position by hanging a bed sheet out of your window.
- 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 one 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 domingos y dia 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 diaz 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







PAGE 1

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 $10,00 \in$. 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.







PAGE 2

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.

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 chauffer 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 enso 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.







^{*} The roomservice charge is 3 €.



PAGE 3

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 Ingosltadt. 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".







PAGE 4

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 hair-dresser appointment.

Housekeeping Services

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

lce

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









PAGE 5

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.

logging

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.







PAGE 6

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 foget 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.

Pharmacy

The closest pharmacy is in the Donau City Center, just over the Danube (Schillerbridge) on the left side. The pharmacy can be reached directly by dialling 0841-8866556. Please dial "0" for an outside line. The reception can give you the number of the pharmacy with 24-hour emergency duty.

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.









PAGE 7

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.





PAGE 8

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

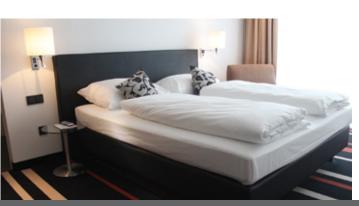
The voltage in Germany is 230 V. Adapters can be borrowed at the reception.

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.





MEETINGS AND EVENTS

FOR 10 OR MORE PARTICIPANTS

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:	Price per Person and Piece
Pretzels with butter	€ 1,80
Canapés	€ 2,60
Open faced sandwich	€ 2,30
Brezen und Obatzda	€ 2,50
Extra coffee / tea break	€ 5,00
Tomato and mozzarella skewer	€ 2,50
Goulash soup with bread	€ 6,00
Grape and cheese skewer	€ 2 , 50

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







"BIG IDEAS ARE BORN BETWEEN DREAMING AND LYING AWAKE"

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 coutour pillow (40 x 80cm) medium density.
- Down Pillow (40 x 80 cm) light and fluffy







AREA CODES

Egypt0020	Kenya00254
Ethiopia00251	Columbia0057
Albania00355	Korea0082
Algeria00213	Croatia00385
Argentinia0054	Cuba0053
Belgium0032	Kuwait00965
Bolivia00591	Lativa00371
Bosnia00387	Lebanon00961
Brazil0055	Luxembourg00352
Bulgaria00359	Malasia0060
Chile0056	Malta00356
China0086	Marocco00212
Denmark0045	Mexico0052
Great Britain0044	New Zealand0064
Estonia00372	Netherlands0031
Finland00358	Austria0043
France0033	Poland0048
Greece0030	Portugal00351
Hong Kong00852	Romania0040
Indonesia0062	Russia007
Iraq00964	Saudi Arabia00966
Iran0098	Sweden0046
Iceland00354	Switzerland0041
Israel00972	Slovenia00386
Italy0039	Spain0034
Japan0081	Syria00963
Canada001	Southafrica0027
Kasachstan007	Taiwan00886





TV PROGRAMME / INDOOR ENTERTAINMENT

- 1. Das Erste
- 2. ZDF (HD)
- 3. RTL Televison
- 4. RTL 2
- 5. VOX
- 6. SAT 1
- 7. Pro Sieben
- 8. Kabel eins
- 9. 3 Sat
- 10. N24
- 11. n-tv
- 11. II-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
- 60. Russia Today
- 61 Al Jazeera Channel
- 62 Al Jazeera English
- 63 France 24 en Francais
- 64 France 24 English
- 65 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. B5 Plus

- 10. MDR 1 Sachsen
- 11. hr 1
- 12. NDR
- 13. SWR 3
- 14. radio eins
- 15. OE 1
- 16. B5 aktuell
- 17. hr 2
 - 18. hr 4

- 19. hr 3
- 20. br-Klassik
- 21. Antenne Brandenburg
- 22. Europe 1

