

MORADA  
**HOTEL HEIDEESEE**  
★★★★  
Gifhorn

**HOTEL GUIDE**  
from A to Z



# MORADA HOTEL HEIDESSEE GIFHORN

## Service und informationen from A to Z

Welcome to the Morada Hotel Heidesee Gifhorn.  
We are pleased to welcome you as our guest and wish  
you a pleasant stay. Enclosed our “little guide”.



## **Address**

MORADA HOTEL HEIDEESEE GIFHORN  
Celler Straße 159  
38518 Gifhorn  
Phone: 0 53 71/940 82-0  
Fax: 0 53 71/940 82-20 20  
Reservation: 0800/123 36 36 (kostenfrei)  
E-mail: heidesee@morada.de  
www.heidesee.morada.de

## **Airport**

The reception will be happy to provide you with more detailed information and flight tickets. Phone: 2001

Flughafen Hannover-Langenhagen: Flughafenstraße 4, 30855 Langenhagen

## **Arrival and Departure**

On the day of arrival, your room will be available at 3 pm and on the day of departure your room will be available until 10 am. If you need the room earlier or longer, please contact the reception. **Please be sure to return your key cards to us before you leave. Thank you.**

## **Bank**

So you can find the nearest ATMs:

Deutsche Bank

Sparkasse Celle-Gifhorn-Wolfsburg

Volksbank BRAWO:

Steinweg 9, 38518 Gifhorn

Schillerplatz 11, 38518 Gifhorn

Steinweg 51, 38518 Gifhorn

## **Bath Stool**

On request our reception can provide a bath stool. Phone: 2001

## **Bus stop**

The reception will be happy to provide you with more detailed information and tickets. Phone: 2001

Bus stop: Heidesee, An der B 188

## Calling

Our phone number is	0 53 71/940 82-0
Our fax number is	0 53 71/940 82-2020
If you want to be called	0 53 71/940 82 + 1 + your room number
e. g. room 350 can be reached at	0 53 71/940 82-1350
If you would like to call a guest at the hotel	select 1 + the room number
e. g. room 350:	1350
Reception:	2001 or press the speed dial button
	on the phone
Exchange line	0

## Change of Bedclothing

Do you want allergy-friendly or just new bed linen? Please inform the reception. Phone: 2001

## Charger (mobile phone)

We keep available different adapters and chargers for your mobile phone as well as international socket adapter. Please contact our reception. Phone: 2001

## Church services

You can find out the exact service times from our reception staff. Phone: 2001

Ev. luth. Kirchengemeinde St. Nicolai Stadt Gifhorn (protestant)  
Steinweg 19, 38518 Gifhorn

Katholische Pfarrgemeinde St. Altfrid Gifhorn/Meine (catholic)  
Pommernring 2, 38518 Gifhorn

Griech. orth. Kirchengemeinde Der Hl. Rafael-Nikolaos u. Irini (greek orthodox)  
Dannenbütteler Weg 14, 38518 Gifhorn

## Cleaning

In your closet there is a laundry bag in which you can put the items, such as clothes, that are supposed to be cleaned. There is also a price list in the closet and a laundry order slip, which you should send to the reception.

## **Concierge/Service**

Our reception staff will be happy to answer any questions you may have. For example with taxi service, the ordering of concert tickets, if you would like to have another pillow, toiletries, newspaper, a city map etc. Phone: 2001

## **Doctor/Hospital**

### **General practitioner**

Dr. med. Bernd Prilop  
Celler Straße 51a, 38518 Gifhorn  
Phone: 0 53 71/7 43 23 60

### **Dentist**

Dr. Lea Skarabis  
Am Luckmoor 6, 38518 Gifhorn  
Phone: 0 53 71/1 42 90

### **ENT physician**

Dr. med. O. Schwetschke  
Braunschweiger Straße 36, 38518 Gifhorn  
Phone: 0 53 71/5 56 77

### **Hospital**

Helios Klinikum Gifhorn, Campus 6, 38518 Gifhorn. Phone: 0 53 71/87-0

### **Emergency call**

Reception	2001
Fire brigade/rescue service	0-112
Police	0-110
Poison Control	0-19240

### **First aid**

For first aid or in emergencies, please contact the reception.  
Phone: 2001

### **Fire and emergencies / fire extinguishers**

In the event of fire or other emergency situations, please refer to the escape plan, which is attached to the inside of your room door. Fire extinguishers can be found on each floor at marked points. The hotel, including the rooms, has a hotel wide fire alarm system. However, in the event of a fire, keep calm.

- Take your key card and go to the door. Feel the doors for heat.
- Check the hallway. Go down to the first floor.
- If the door to the room is hot or the hallway is full of smoke, keep calm.
- You can survive a fire in a room without damage.

These things you should do in that case:

- Open the window if there is smoke in your room.
- Make yourself noticeable.
- Get towels and sheets wet and use it to seal off the cracks in the door and ventilation openings.
- Get yourself fresh air.
- In the worst of circumstances, you might still be forced to leave your room.
- Then notice: move on the floor and breathe through a wet cloth.

### **Infant**

Should you need something for your baby, such as a baby travel cot or a high chair, please contact the reception. Our reception staff will be happy to assist you. Phone: 2001

### **Ironing Board/Flat Iron**

If you wouldn't like to benefit from our ironing service we are happy to provide an ironing board and a flat iron. Please contact our reception. Phone: 2001

### **Ironing Service/Cleaning Service**

It is no problem to clean and iron your clothes. If you hand in your clothes by 10 am, you will get them back the same evening. A price list is displayed in your room. Please ask the reception. Phone: 2001

### **International dialing codes**

France	0-0033-	Telephone charges can vary greatly depending on the provider and the country of origin of the receiving party. If you have any questions, the reception staff will be happy to help you at any time. Phone: 2001
Czech Republic	0-0042-	
Spain	0-0034-	
Austria	0-0043-	
Hungary	0-0036-	
Italy	0-0039-	
Great Britain	0-0044-	

### **Internet**

Wireless internet access is available throughout the house. We offer WiFi for our hotel guests in all rooms and suites free of charge. The hotel does not guarantee the quality or stability of the wireless internet connection. The risk of malfunctions or interruptions that cause damage or result in the loss of sent or received data, is not borne by the hotel. The hotel cannot be held responsible for any loss or damage of data.



### **Key cards**

Your room is equipped with a sophisticated key card system. The key card can be programmed with a new code at any time. If you should lose the card, a new key card can be obtained with a new generated code. For security reasons, do not write the Room number on the card and always keep the key card holder separately from the key card. The reception staff will be happy to answer any further questions you may have. Phone: 2001

### **Laptop Service**

We are happy to provide you with a laptop for personal use in your room. Please contact our reception if you want to use this service. Phone: 2001

### **Laundry Service**

Please use the laundry bag which you find in the wardrobe for our laundry service. Together with a filled out order sheet you can leave it at our reception desk and we will take care of it. If you hand in your laundry by 10 am, you will get it back the same evening. A price list is displayed in your room. A pricelist can be found inside your wardrobe. Phone: 2001

### **Lost property**

If you have lost or found something, please contact our reception desk. Phone: 2001

### **Luggage Service**

We provide a luggage service. Please inform our reception staff. We would be pleased to be at your service.

### **Non-smoking rooms**

Our hotel provides only non-smoking rooms. Please note that we charge cleaning fee of € 250.00 if you smoke in the rooms.



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## Opening times

### Breakfast

Our buffet breakfast awaits you daily from 6 am till 10 am.

### Restaurant

In the evenings our restaurant is open for dinner from 6 pm till 10 pm.

### Bar

Our hotel bar is open daily from 3 pm till 11 pm.

### Reception

You can contact our reception daily from 6 am until 11 pm. Phone: 2001

### Sauna

Our sauna is open daily from 4 pm till 10 pm.

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## Pharmacy

You can find an overview of the on-call and emergency duty schedules at the reception. Phone: 2001

The next pharmacies are:

### Humboldt-Apotheke

Celler Straße 50, 38518 Gifhorn

Phone: 0 53 71/5 14 44

### Ise-Apotheke

Torstraße 12, 38518 Gifhorn

Phone: 0 53 71/59 08 60

### Aller-Apotheke

Steinweg 69, 38518 Gifhorn

Phone: 0 53 71/1 28 82

## Pillows

Choose from a variety of different pillows to personalize your stay in our hotel. We offer pillows filled with feathers, cherry stones or spelt and you can order them as well as additional pillows on request. If you prefer we can also bring you a synthetic one or a bolster. Please contact our reception if you want to use this service. Phone: 2001.



### **Power Adapter**

We have international power adapters available on request at the reception.  
Phone: 2001

### **Room service**

The room service menu including breakfast is on your desk and includes a selection of dishes and drinks. This service is available from 6 am to 11 pm on request. We charge a fee of € 5.00 per order. Please contact the reception. Phone: 2001

### **Satisfaction**

Should you have been satisfied with us as your host, we would be very happy if you share your positive impressions with others and would rate us on [www.holidaycheck.de](http://www.holidaycheck.de), for example.

### **Shuttle Service**

Our reception staff will be happy to arrange any shuttle services. Please contact the reception. Phone: 2001

### **Suggestions for improvement**

Should you have any requests or suggestions that will help you to make your stay with us in the future even more comfortable at the MORADA HOTEL HEIDEESE GIFHORN, please do not hesitate to inform us about this in a personal conversation or in the written way to the following e-mail address:

*[direktion.heidesee@morada.de](mailto:direktion.heidesee@morada.de)*

Our guest questionnaire is also available to you for this purpose.

### **Train station**

The reception will be happy to provide you with more detailed information and tickets. Phone: 2001

Train station Gifhorn-Stadt    Bahnhofstraße 1  
Train station Gifhorn        Nordhoffstraße 4

### **Turndown Service**

Do not be alarmed when you enter your room in the evening and a bedside light is on. We check the cleanliness of your room for you every evening so that you find a comfortable room in the late hour.

### **Water for your room**

Are you drinking enough water? You can get water at the reception thru our water machine in the varieties "Still", "Medium" and "Sparkling" (unlimited refillable) and a bottle for € 3,00 deposit. You will receive your deposit again after returning the bottle to the reception.

### **Wake up service**

If you would like us to wake you up, please contact the reception. Phone: 2001

**We will of course be happy to answer any further questions you may have at any time to disposal. We are very pleased that you are our guest and wish you a restful stay in a relaxed atmosphere.**

**Your hotel management and the entire team of the**



### **Notizen**

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