



Welcome to Steffis Hostel Heidelberg

Are you staying with us for the first time? Here is some information that will make it easier for you to find your way around the hostel:

- Our **reception** is open for you from 8 a.m. to 10 p.m.
- **Check-in** is possible from 2 p.m. to 10 p.m.
- Please **check-out** by 11:00 a.m. at the latest. You can still sleep in before you continue your journey.
- Please note our **Late Check In**: Be sure to inform us in advance if you will be arriving after 10 p.m. so that we can send you the access data for our night check-in system (also by possible by phone).
- To make sure everyone can sleep well, we ask for **silence after 10 p.m.**
When you're in town to party and only come back at night, please be considerate of the other guests.
- We are happy to provide you with all kinds of cooking equipment in our **self-catering kitchen**. After use, please rinse everything you have used and put it back in its place, so that the next person can look forward to a clean cooking area. The kitchen is open until 10:00 p.m.
- In the morning you can enjoy our **vegetarian breakfast buffet** (8 Euro) in the breakfast room in the 4th floor. **Breakfast times**: 7:30 a.m. to 10:00 a.m.
Please support us here as well by putting the dishes you use into the dishwasher.
We serve - depending on availability - fair trade coffee, tea, juice, milk, rolls, bread, various spreads, cheese, cereals, yoghurt, vegetables and fruit.
- Please help us with the **waste separation**. We have provided bins for this purpose in the kitchen.
- **Internet stations** are available in the lounge for free surfing. You can also use our **free WIFI** network with your computer or phone in the whole house. You can find the **login details** on the information board next to reception.
- **Smoking is prohibited in the whole house. If you disregard this rule, you will be charged an extra cleaning fee.**
- **Bed linen** is provided on your bed. Please cover the mattress, the blanket and the pillow with them and on the day of departure just take off the bed linen and put it in one of the laundry carts in the hallway.
- Please bring your own towel. If you have forgotten it, you can borrow a towel at reception for a fee of 1 Euro.
- For your own safety, please do not leave any valuables in your room! There are **lockers** in all dormitories. If available, we can lend you a padlock for a deposit of 5 Euro. Please ask at reception.
- You want to go on a bike tour? **Bicycles** can be rented for a deposit of 20.- Euro from 08.00 to 22.00. Please ask at the reception if bikes are available. A reservation in advance is unfortunately not possible. You can also ask us for tips for your leisure activities.
- If it gets too loud for you: **Free earplugs** are available at the reception.
- **To check out**, please leave your room key and padlock at the reception. If the reception is closed, you can put both into the mailbox next to the reception door. (If you know you'll be checking out outside of reception hours, get your deposit for the padlock back the night before you leave.)
- You can **store your luggage** at the reception on the day of arrival and departure. Please note the reception hours. We are not liable for the storage of luggage.

In case of emergency you can reach us by phone around the clock at **+49 176-20162200**.

We wish you a pleasant, relaxing and unforgettable stay!

Steffi and Team