



FAIR RESORT

WELLNESS - SPORT - MEETING

Service A to Z

If you have any questions or wishes, you can contact our hotel reception from 7:00 am until 09:00 pm.
Phone number (from your room): 750 and 751. Phone number from the outside: 03641 76 76.

Arrival and Departure

Times on the day of your arrival, your room will be available to you from 3:00 pm, and on the day of your departure until 11:00 am. Of course, it is also possible to stay in your room longer if you make arrangements with the reception (phone: 750/751). It is possible to have an Express Check Out. If you choose this option, please inform us on the night before your departure.

Late check out: until 2:00 pm, 30,00 €

Late check out: until 4:00 pm, 40,00 €

Trips

Our reception staff can provide you with information.

Baby Cribs

If required, we gladly provide you with a baby crib.

Bathrobes

At the reception of our Wellness Center, you can rent a bathrobe for a fee of 6,00 € and a deposit of 20,00 €. At a price of 29,90 €, you can purchase our Fair bathrobe (with logo) in the Wellness Area. You can also purchase slippers at our wellness reception.

Tram / Bus

Tram number 5 takes you to Jena's city centre. Our reception staff can provide you with information about the current schedules.

Bar

Our hotel bar is open daily from 7:00 am until 11:00 pm.

Please Do Not Disturb

Please put the sign on the outside of your door if your room does not need to be cleaned yet or if you would not like to be disturbed.

Stamps

You can have your mail stamped at the reception and our staff will put it in the mail for you.

Ironing Service

We gladly iron your laundry for a fee and it will be returned to you within the same day. Please contact our hotel reception under 750.



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Direct Dial

You can be called on your room's phone. Your caller needs the following phone number: 03641 76 78 + your room number. If you would like to call another room, dial „8“ and then the room number. For external calls, dial „0“.

TV

All normal TV channels can be selected using the remote control.

Fire Alarms and Extinguishers

On the floors, you can find relevant information signs. An evacuation plan is displayed in your room.

Copies

Our reception staff will gladly make copies for you for a fee.

Lost Property

Should you find any items that do not belong to you, please bring them to our reception. If you are looking for lost items, please also ask at our reception.

Luggage

We gladly store your luggage for you in our reception. Please contact the reception.

Luggage Service

If you require assistance with your luggage, please contact the reception.

Pillows

Should you require an additional pillow or blanket, please ask our reception staff.

Cosmetic Products

Cosmetic products can be purchased at our Wellness reception. A selection of cosmetic products is also available at our hotel reception.

Credit Cards

We accept American Express, Visa Card and Mastercard.

Chargers

You forgot your charger? At our reception, we keep chargers for different types of phones on hand.

Charging Point

We have a charging point for electric vehicles and bikes. Our reception will gladly provide you with an access code free of charge. 0,50 € is charged per kWh.

Sewing Utensils

You can get a sewing kit at our reception. On request, we also provide a sewing service. Please contact our reception.



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Parking

At the hotel, there are sufficient parking spots and some (open) underground parking spots available. Per car and day, a 5,00 € parking fee will be charged.

Presents and Postcards

In the display cabinets and stands in our hotel lobby, you will find a selection of souvenirs and postcards.

Laundry

Dirty laundry can be handed in at the reception for cleaning. Our reception staff will provide you with information and prices. Laundry handed in at the reception before 9:00 am will be returned by the same night. For dry-cleaning, please contact our reception.

Reception

Our reception is available between 7:00 am and 09:00 pm. Please dial 750. Between 09:00 pm and 7:00 am, you can contact us via the emergency button.

Safe

You can use an electronic safe on your room free of charge. The safe is located either in the closet or the desk. The manual is placed on the inside of the door.

Automatic Shoe Polisher

Is located on the ground floor. Use at your own risk.

Public Transport

As a special service, we provide you with a free ticket for buses and trams within Jena. Your hotel card serves as the ticket.

Linen Change

Please contact the reception if you would like to have your linen and towels changed on a daily basis.

Wake-Up Service

Please let our reception staff know at what time you would like to wake up (phone number 750 or 751). Our wake-up service is very reliable. Damages – no matter of what kind – in this context are excluded.

Wellness Area

Our outdoor pool can be used from 8:00 am until 10:00 pm. The indoor pool in the Wellness Center as well as the wellness reception is open from 8:00 am until 10:00 pm (please note that opening hours may vary during the summer months). The saunas open at 10:00 am. Reservations for massages can be made directly in the wellness area or via the extension number 710.



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WiFi

The FAIR RESORT allows you to access the internet without cables and cost. Our WiFi is available in all public areas, the banquet halls and all rooms. Our reception staff will gladly assist you with the connection.

Newspapers

A selection of newspapers and magazines can be purchased at both the hotel and wellness reception.

Room Payments

It is possible to have expenses at the restaurant, bar, or wellness area billed to your room. Please always use the card attached to your room key to do this, since it identifies you as a hotel guest. This card is swiped at the cash registers in the restaurant, bar, and wellness area. It is not possible to bill expenses to your room without this card.

Access

Your room key allows you to access the hotel via the side entrance (next to the main entrance) between 09:00 pm and 7:00 am.