

IMPORTANT INFORMATION

Room lighting and air conditioner can be operated by inserting your card into the case, right next to the switch. Air conditioner can be switched off by pushing the white button on the side of the key switch. Please note, that the air conditioner automatically switches off when the windows are opened. In case of any malfunction, please contact the Reception.

OUR SERVICES IN ALPHABETICAL ORDER

Accessibility rooms and toilets

Properly equipped rooms is located on the first floor. The accessible bathroom is located on the ground floor.

Air conditioner

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Alarm

Central alarm service is available at the apartment. For more information, please contact the Reception.

Apartment houses

Our two 3-room apartment houses are equipped with twin beds, an American-style kitchen, 2 toilets, 2 bathrooms and a separate table in case of need, twin beds for apartment 3. Packages can be provided by opening the folding gate into the living room.

ATM

The independent bank machine is located near the entrance to the House Station, at the beginning of Södra Skolgatan.

Attractions in Sollefteå and

- Stigslottet/Slottet/Örtensmuseum/Slottet
- Court of the Larkspur/Örtensmuseum
- Söndalsvattnet
- Söndalsvattnet and museum
- Historical parsonage
- Sport museum
- Örtenshuset, Village museum, Café Örtenshuset, Horse museum
- Söndalsvattnet
- Wildlife museum
- Adventure Park, Summer jobs, Skiing facilities in winter
- Forest railway

B

Bathrooms, terry slippers

Bathrooms include bath tubs, shower, hair dryer and prepared in the hotel rooms. If not included, bath tubs can be borrowed. 2, 3L, and children's soap in the hotel Reception. In case you need your hair cut, 000004891, please contact the Reception extension 100. The contact for hair cut and terry slippers 00004891 can be found at the Reception.

Bedding (sheets, pillow, rug), bedding change

Please contact the Reception extension 100 for linen change and other demands. Our hotel provides a limited number of different types of pillows. Pillows from our sleeping, relaxation/therapy department, containing essential oils, are available if required. It can be provided within the daily cleaning.

Breakfast

Breakfast time: 7:30 am - 10:00 am. Please refer to the Reception extension 100 for further information. If you don't have a table, we can prepare a breakfast package (under 40 guests, and a room service, breakfast can be ordered from the menu).

Eat breakfast like a king!

Cold plate	
Mixed plate for 2 persons salmon, ham, 2 types of cheese, butter, mushrooms, tuna cream, fresh vegetables	Vegetarian plate for 2 persons 2 types of cheese, butter, mushrooms, cheese cream, fresh vegetables, flavored sausage/steak
Hot plate	
Scrambled eggs from 2 eggs potatoes, sausage, cheese, onion, mushrooms	Ham & eggs (steak) Scrambled eggs (steak) Omelette with ham & eggs
Coated or fried fish/steak & potatoes	Coated fish, steamed* sausage(2 persons)
French toast(2 slices)	Sandwich(cheese, ham)
Smoked salmon with flavored sugar (sauce or cream)	American pancake 2 persons

Healthy breakfast

Cereals, smooth, fresh fruits

Bills

Bills are payable in cash or by credit / debit cards in other countries at the Reception desk. Please contact the Reception for the list of the accepted cards. The bill can be settled any time during your stay or at your departure.

Breakfast/drink

Yoghurt
Apple, orange, grapefruit (in box)
Milk (carton) (free)

Coffee/drink

Coffee (strong, weak, milk)
Tea (hot, green, black)
Cocoa

Necessary accessories*

Keychain, magnifying glass, stapler

Battery-operated, self-heating (type of bread)
Toaster
First-aid-kit (on-site)

Do not forget breakfast! On days, you can order your breakfast in the morning. If required, breakfast can be ordered in the hotel room after breakfast time. 00004891 (person) 2 food products and drinks.

OUR SERVICES IN ALPHABETICAL ORDER

Cable, plugs, and other ports

Many services are in our hotel/apartment. Our TV system (including the outdoor antenna), the wireless service and the third-line TV (free) help you to enjoy the relaxation of the other parts. Our hotel will be ready to help you after the ports.

Central broadcast, monitor

The list of the television channels is placed next to the TV screen. We kindly ask you to leave central broadcast on the original way. Should any problems occur, please contact the Reception.

Chair in the bathroom

Please contact the Reception for further information.

Child-friendly equipment and services

Baby bath, baby shower, crib, folding crib, cot, car seat, infant high chair, anti-slip baby steps, baby walker, baby bedding, baby shower, cot in the restaurant, games, table, chair, crib, cot, cot (free) (not for children, beds, quilt, inflatable baby pool, coloring books, games, puzzles, baby and toddler toys, books for children, bathmat, vacuum cleaner for baby toys. Please contact the Reception for further information.

Credit card

We accept all the main credit cards in our hotel. Visa, MasterCard, American Express (not used).

Computer access

A computer on the first floor of the hotel can be used free of charge if required. In case of IT-problems, please contact our colleagues.

Conference rooms

Differentiated conference rooms from 20-100 people equipped with the latest technical devices are available on the ground floor of the hotel and in exclusive

conference room for maximum 40 people on the first floor. For further information please contact the event management (extension 100) or the Reception extension 100.

Cultural programs

Please contact the Reception extension 100. Further information is provided on the hotel notice board or on the website of the village (www.solleftea.se/eng).

D

Daily cleaning

With daily cleaning the following is provided:
changing the towels that are dropped on the ground

- emptying dust bins
 - emptying toilet paper
 - making the beds
 - changing the bedding if required
- In case you don't need the service, please indicate it on the floor handle.
During and mostly days we also clean the floor of the apartment houses.

Departure

Please vacate the room prior to 11:00 a.m. on the day of your departure. Keying the room after 11 a.m. is allowed in case of need (00004891) for a fee of 1.000 SEK (1 hour fee).

Distast - bus service

Please contact the Reception extension 100 for further information (see website, etc.).

Doctor

24-hour medical service is open. Please contact the receptionists for help (extension 100).

Drink bar

The hotel Reception and Drink bar is offering drinks, coffee, and non-alcoholic beverages.

Opening hours

Reception: 24 hours
Telephone room service: 00004891

Electricity

According to the European standards, the electricity power supply points are marked with 230V. If any transformers needed, please contact the Reception.

Electrician charging

Our technicians can charge their electric cards with us or needed a charging cables are available in our hotel for our guests. If you did not bring a cable with you, we will provide you with the possibility to use at the reception of our hotel for a small fee of 10 SEK. Loan charge and to deposit system. If the duration of the charge.

The alarm can be used with the hotel's GSM application.

Elevator

Please note that the elevator can only be used at your own risk. Children under twelve years are only allowed to use the elevator under parental guidance. The STOP button should only be used in case of emergency. If the elevator stops between two floors, please push the EMERGENCY BELL, talk to the receptionist, and wait until help arrives.

Emergency exit

The nearest emergency exit is marked with the green sign and printed on the floor of each hotel room.

Entertainment

On the ground floor of our hotel, in the meeting room, there is a bar, billiards and pool table, which can be used by ordering tables. (more about price at the Reception)

Family-friendly services

- Outdoor playground with tablets and flower beds
- Playground equipped with balls, tires, puppet show and toys
- Specialized furniture

- High chair, high table for children, coloring book provided in the Reception
- Food warming facility with microwave in the Reception
- Equipment for night sleep and waiting in the room
- Essential medicines, thermometer
- New smoking hotel and restaurant - our guests are not allowed to smoke inside the hotel
- Pet-friendly rooms and apartment houses
- Safe and lockers in the hotel - also with guests
- Show
- Books for children and books with children
- Swimming pool for children (from July-Aug)
- Table for smokers (no gift, sports field, panoramic view, bar/caf)

Facsimile, photocopying, e-mail

For further information regarding our services please contact the Reception.

Fire

In case you hear the central warning, please leave your room immediately and do not use the elevator! Please read the fire safety regulations, and take a look at the escape route. If you notice fire, please contact the Reception immediately!

Fitness

With the same opening hours as our wellness center, professional cardio machines (treadmill, elliptical, combined power machines, rowing machine) are available free of charge. Please make sure that you use these equipment properly. No shoes are permitted. Should any help needed for the operation of the machines, please contact the wellness center supervisor.

Flowers, cakes, other presents

Please contact the Reception (extension 100).

Food warming

Refrigerator in the restaurant are available for warming dishes/food.

Heating and cooling

Our hotel is operating with the oil type heating/cooling systems. According to the weather, we can provide heating/cooling inside the hotel. You can set the temperature of the hotel room with the thermostat placed in the room. You need to put the hotel room card into the control panel supply-card to operate the thermostat.

Hotel room with kitchen

Our apartments and apartment houses include an American-style kitchen, equipped with microwave, stove, sink, refrigerator and kitchen.

I

Internet access

A computer is available on the first floor of the hotel free of charge. In your deposit for borrowing a mobile etc., WiFi is available on the ground floor of the hotel and on the 1st floor. Each of our apartment houses has its own WiFi router equipped with an antenna and password listed in the user manual.

Ironing

Please call the Reception and our colleagues will take you to the ironing room. Ironing in the hotel rooms is dangerous and forbidden. We also provide ironing services between 8 a.m. and 8 p.m. for 10 SEK (includes).

Key card

The key card serves your access to the hotel. The key card can be used to open the door. Please contact the Reception immediately in case of key-card loss. The card is valid until 11 p.m. on the day of your departure. In case you need to stay longer in the hotel room, please return the key card.

For further information regarding our services please contact the Reception.

L

Luggage, luggage-carrying

Please contact the Reception for help.

M

Massage and other wellness services

Please contact the Reception on-call extension for further information. You can find the list of services on our website.

Medicine

Essential medicines are available at the Reception. Please contact our colleagues for help.

Minibar

Please check the contents of the minibar (bar right after your arrival). The minibar will be paid on the day of your departure at the Reception desk. Our minibar must check the contents of the minibar and refill it every morning during your stay. Please fill in the minibar form, and give it to the receptionist at your departure.

Morning-call service

Please dial extension 100 for morning call service. The service will be provided during your stay of the hotel room.

Newspapers, weekly magazines

They are provided in the wellness department.

Paintings

Paintings and artwork exhibited in the hotel are the work of artist/owners, a famous artist/owners, whose artwork can be purchased at the Reception.

Parking lot

You can use the internal-charged parking for 100 guests on weekdays, or the parking lot outside the hotel area, free of charge.

Playroom

There is a children's playroom on the ground floor of the hotel (next to the restaurant), with balls, and toys equipped with a children's playground.

Print, photocopier

There is a photocopier for our guests. If needed, please contact the Reception.

Public telephone

You can use the public phone at the Reception. Internal calls: 00004891, international calls: 0044891.

Please note that our staff will be your expense of any services from our hotel (bill only) after showing the key card and in case together and signing documents. Thank you for your understanding.

Reception

A limited number of lockers can be provided at the apartment houses against a deposit fee (coffee, water bottles, toaster, table, etc.).

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OUR SERVICES IN ALPHABETICAL ORDER

S

Safe

Safe in the hotel rooms can be used free of charge. Please read the information sheet carefully. Please note that you are responsible for the belongings kept in the hotel room. You can find the central safe in the reception.

Showers

You can find a shower machine on the ground floor of the hotel (next to the restaurant) in the equipment of your bathroom.

Smoking

Please note that all the internal spaces of the hotel are non-smoking. Smoking is only permitted on the hotel terrace. We kindly ask you to keep these regulations. Thank you for your understanding. If you still want to smoke during your stay, please contact the Reception for further information.

Squash court

The squash court is available after getting an appointment. Please note, that the squash court can only be used in "showing" table tennis. Netting and furniture tables and balls are also provided.

Sports facilities

Please contact reception for further information about sports facilities in the hotel. We have a wide range of services: tennis, table tennis, badminton, squash, water games, mountain climbing, tennis, walking, mini-golf, trampolines, etc.

Please contact the Reception extension 100 or the Restaurant extension 100 for reservations.

Technical services, damages

Please promptly report any maintenance failure to the reception staff.

Telephone

You can make both internal and international phone calls from the hotel rooms. International calls can be made from the hotel rooms. Numbers of the apartment houses start with 00004891.

International (in) phone numbers (number)

International call: 00004891 (country code number)

For mobile phone: 00004891 (country code number)

Reception: 100

Restaurant: 100

Bar: 100

Wellness: 100

Toothpaste, toothbrush, cosmetic wipes, sanitary equipment, cleaning kit, and more left at home.

Please contact the Reception for further information (extension 100).

Transfer, taxi-order

You can ask for help from our colleagues at the Reception. Taxi can be ordered from the Reception.

Use of the fireplace

Fireplaces of the apartment houses can only be used with the fuel and lighter rented from the Reception. Please contact our colleagues for help. You can find further information about the use of the fireplace in the brochure next to the fireplace.

W

Laundry, dry-cleaning, ironing, evening service

In our laundry service, we offer a wide range of services. Please put them into the laundry bag, which you can find in the hotel room. You can find the contact person for more information. Laundry, folded clothes, etc., is delivered in a brown envelope. Laundry is delivered to your room after the evening. Please contact the Reception for further information (extension 100).

Wellness area

The wellness area is on the ground floor of the hotel. For further information, please call extension 100. You will receive a separate card with the wellness area, please do not bring down the hotel towel from the room (our services are not included). Sun towels, hot tub, steam bath, salt chamber, infrared, sauna, Finnish sauna, relaxation massage, fitness room (fitness not allowed).

Opening hours

Monday - Friday: 08:00 - 24:00

Saturday - Sunday: 08:00 - 24:00

Windows of the standard attic rooms on the second floor are operating with our smart systems. Windows cannot be opened manually once they operate with the smart system. Please place the key card in the window pull-downer with the key card or remove manually. Windows can automatically be opened by your entrance.

Worship

Church and Catholic churches are both available in the village. Please contact the Reception for more info.