

# GUEST DIRECTORY

## Dear Guests

Best Western Hotel Vilnius is located near the River Neris, in the centre of Vilnius business district. The Old Town as well as government offices, business and leisure centres are easily reachable from here. The guests will be satisfied with the excellent combination of all modern amenities and facilities they need at the Hotel.

## Rooms

The Guest can choose from 114 rooms. Each one has bathrooms, cable TV, mini-bars, coffee/tea facilities, wireless Internet access. Laundry, dry cleaning, ironing and room service are also available for the comfort stay of our guests.

The hotel guests may use two parking lots near hotel:

Prices for parking in front of the hotel: 2 EUR hourly / 10 EUR per day.

Prices for off-site/public parking: 1.80 EUR hourly.

## Business Center 24 Hours

Computer, printing, telephone, photo copy, fax and fast Internet connection services are for your personal needs in Business Centre located on the first floor near reception.

## Conference Centre

There are eight rooms of different style and size with natural light at the Hotel. Up to 850 persons can be hosted at once here. The modern equipment of sound, light and interpretation as well as multimedia, projectors, microphones, TV, video, computers, screens and recording systems are offered to assure a smooth event.

There is also the possibility to organize video conferences at the Hotel.

## Health Centre

There is fitness room, swimming pool and sauna at the hotel health centre for your convenience. You are invited to use fitness, swimming pool and sauna free of charge from 07.00 till 22.00

We kindly ask you to inform the reception about your wish to use the sauna min. 60 minutes in advance.

Towels for health center available at the reception on request.

## Fire Prevention

Please, make sure, that you familiarize yourself with the disposition of the exits, staircases and fire extinguishers. Please, remember that it is extremely dangerous to cover table and standard lamps with flammable objects. We ask you not to smoke in the rooms.

It is strictly prohibited to keep flammable substances in your room.

## In case of fire in your room, do the following

Immediately call the reception (tel. No. 9) and inform them that there is a fire or fire prevention service by phone No. 112. Locate the fire extinguisher and try to put the fire down.

If you fail to extinguish the fire, leave the room and close the door.

Leave the zone of danger and follow the instruction of the hotel personnel and/ or fireguard.

## In case of fire outside your room

Immediately inform the Reception (tel. No. 9) providing your room number or fire prevention service by phone No. 112. Before leaving your room close the windows, then go out of the Hotel. If the smoke in the corridors and staircases is too dense and it is impossible to leave room, stay in your room with the windows open. A firmly closed door will protect you for a long time.

To avoid suffocation thrust damp towels and bed accessories into chinks and ventilation. If it is possible keep the door wet. Inform administration about your location.

Stay by the window and make a sign to the fireguards when they arrive so they can proceed with the rescue procedures. Please observe the above - mentioned regulations.

Administration

## Vilnius Hotel

Konstitucijos pr. 14, LT-09308 Vilnius, Lietuva Tel. +370 5 2739595 Faks. +370 5 2739500 office@vilniushotel.eu

**Wherever Life Takes You, Best Western Is There.®**

Each Best Western® branded hotel is independently owned and operated.

### Restaurant

We offer rich hot buffet breakfast, business lunch and we can organize a romantic dinner with live music or an elegant banquet room with a dance floor.

We invite you to enjoy

#### Buffet Breakfast:

I-V from 07.00 till 10.00

VI-VII from 08.00 till 11.00

#### Restaurant:

I - V from 11.30 till 14.30

VI - VII from 08.00 till 11.00

- Early Express Breakfast to go is available for our guests every day from 06:00
- It has to be pre- ordered at least one day before, as late as 7<sup>PM</sup> night before

### General Rules Of The Hotel

- Check in time: from 2:00 p.m.
- Check out time: until 12:00. If you would like to check out at a later time, please contact the reception desk.
- Express Check out service available. Please contact the reception desk.
- We kindly ask you to smoke only in the special area located near the hotel entrance in the inner courtyard.
- Guests with pets are accepted. An additional fee is charged per room per day depending on the pet:
  - Cat 5 EUR
  - Small dog 10 EUR
  - Big dog 20 EUR
- In order to ensure your own safety, we kindly ask you to allow only checked-in hotel guests into your room.
- The rooms are cleaned every day.
- Linen and towels are changed every three days. Towels are changed every day, if you leave them on the bathroom floor.
- In order to ensure your convenience, we kindly ask you to inform the hotel Reception about any equipment faults, so that they are eliminated without delay.
- The time period from 11 p.m. until 6 a.m. is quiet hours in the hotel. Please respect the comfort of your neighbours. If somebody or something disturbs your comfort, please inform the Reception.
- In order to ensure your safety, a video surveillance system is installed in the common use areas of the hotel.

### Free Of Charge Hotel Services (Tel. No. 9 ) 24 Hours:

- Multilingual reception.
- Pen and note pad available on request.
- Fax, photocopy service (at the reception).
- Iron and ironing board available on request.
- Safe boxes (at the reception).
- Rollaway beds, cribs.
- Wake up calls.
- Taxi call.
- Conference service.
- Ice cubes from the bar.
- Sauna, pool, rest room (free of charge from 7.00 a.m. till 10.00 p.m.).
- Luggage assistance, porter and luggage storage
- Bathrobes available on request.
- Slippers available.
- Adapters available on request.
- Free High-Speed Internet Access.
- Complimentary toiletries (on request).
- Extra pillows, blankets, towels, facial towels etc. (on request).
- Visa, Master Card, Maestro Card, American Express acceptable.

### Extra Charged Hotel Services (Tel. No. 9 ) 24 Hours:

- Laundry, dry -cleaning, sewing service (paid).
- Bottled water, snacks and beverages available at the reception (paid)
- Post cards and postal stamps paid.

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## Taxi Service

We can organize a taxi for our guests.

If you would like to rent a car, please contact the Reception.

## Telephone Communication

You can call from your room to Vilnius, Lithuania as well as abroad. There is an automatic accounting for telephone calls.

If you would like to know telephone call rates, please contact the reception desk (tel. No.9).

You cannot use credit cards to pay for your calls in the hotel.

You can call information service numbers free of charge, 0 + 8 800 + tel. No.

How to use Hotel Telephone:

Hotel room	1 + room No.
Reception	9
Restaurant	1429
Wake up calls	9
In Druskininkai	dial 0 + number
In Lithuania	dial 0 + 8 + city code + number
International calls	dial 0 +00 + country code + city code + number

## Telephone Tariffs

Zone	Country	Price, EUR
Local	Vilnius	0,19
Lithuania	Lithuania	0,29
I 1	Latvia, Estonia	0,87
I 2	Belarus, Poland, Ukraine, Norway, Slovenia	2,00
I 3	Russia	3,19
I 4	Greece, Kazakhstan	3,19
I 5	Great Britain, Denmark, Italy, Spain, Sweden	3,19
I 6	USA, Canada, Australia	5,21
I 7	Japan, India, Israel, Brazil	5,21
I 8	Mobile telephone	1,16
8 900	Charged telephone	2,90
Inmarsat, Emsat, Iridium	Charged telephone	14,48

## Country Code

Code	Country	Code	Country	Code	Country	Code	Country
61	Australia	33	France	81	Japan	34	Spain
43	Austria	49	Germany	371	Latvia	936	Syria
32	Belgium	44	Great Britain	31	Netherlands	46	Sweden
1	Canada	30	Greece	47	Norway	41	Switzerland
53	Cuba	36	Hungary	48	Poland	216	Tunis
45	Denmark	353	Ireland	351	Portugal	90	Turkey
372	Estonia	39	Italy	40	Romania	380	Ukraine
358	Finland	972	Israel	7	Russia	1	USA

For adapters ask at the reception ( tel. 9)

## High Speed Internet Access

Free of charge **Wireless access (Wi-Fi)** is available in all our guest rooms, public areas, restaurant, conference halls.

Free of charge **Hard wired internet** is available business center, lobby and restaurant.

You may access the Internet (**Wi-Fi or Wired**) service by connecting your device to wireless or wired service, turning it on and accessing the Internet by the use of your browser.

If you want to connect to the **Wired** Internet, plug one end of the computer cable to the empty socket and another end of the cable to your computer.

If you have any problems or questions or need any assistance with logon or connectivity, please be advised that technical support is provided by front desk, 24 hours for free - please call 9.

## Business centre

Located on the 1<sup>st</sup> floor, is opened 24 hours and it is free of charge.

For your convenience - computer, high speed internet access, printer, scanner, copy machine.

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### You Can Watch These Tv Programmes

1. LRT
2. LRT PLIUS
3. DELFI TV
4. LIETUVOS RYTAS
5. BTV
6. LNK
7. INFO TV
8. 2TV
9. TV8
10. TV1
11. TV3
12. TV6
13. CURRENTTIME
14. TELE 5
15. POLONIA 1
16. DELUXE MUSIC
17. FOLX MUSIC
18. RAI 1
19. RAI 2
20. RAI 3
21. AL JAZEERA ENGLISH
22. CNN
23. FRANCE 24 IN ENGLISH
24. BLOOMBERG
25. TRT WORLD
26. RTL AUSTRIA
27. VOX AUSTRIA
28. RTLZWEI AUSTRIA
29. TLC AUSTRIA
30. DMAX AUSTRIA
31. NICK/COMEDY
32. SUPER RTL
33. TOGGO PLUS
34. EUROSPOORT GERMANY
35. HSE
36. VOX UP
37. EURONEWS GERMANY
38. TRL TELEVISION
39. RTL REGIONAL
40. RTL HB
41. RTL BAYERN
42. RTL HH
43. RTLZWEI
44. VOX
45. NITRO
46. RTLUP
47. NTV
48. EURONEWS FRANCE
49. FRANCE 24 IN FRENCH
50. TV5 MONDE

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## Additional Information

### Electricity

Electricity is interrupted by an energy savings system in your room, therefore there is one always on electrical outlet beyond your Mini Bar and you can recharge your electrical devices (phones, computers, etc.) here while you are not in the room or ask our front desk officer to bring you one more key-card.

### How to use the air conditioner

- For switching on/off - push the Power button “” on the remote control panel.
- The cooling mode “” can be set on with pushing the “MODE” button several times, and the warming mode - “R” (this mode valid only in cold period).
- The desirable temperature from +18°C to +23°C for cooling mode can be set on with “+” and “-” buttons, and the desirable temperature from +16°C to +30°C can be set for warming mode.
- Air blow intensity can be regulated by pushing the “” button.
- Every time you push the button it is accompanied with short sound signal.

ATTENTION: during operation of the conditioner all the windows must be closed.

### Wake - Up Service

You can order the wake-up service by calling the Reception (tel. No. 9). The hotel receptionist will wake you up at the required time.

### The Do Not Disturb And Please Clean The Room Information Card

You will find this information card on the door handle in your room. If you put the card on the door handle on the outside of your room, the hotel personnel will know that you want your room cleaned or that your privacy must not be disturbed.

### Fax And Letter Sending Service

If you would like to send a letter, you can purchase envelopes and postage stamps at the reception. Please bring your letter to the reception desk and we will take care of it

### Laundry, ironing, dry - cleaning / laundry service upon your request

Please contact the reception for a laundry bag to be provided, in which you have to specify how many and what types of items you would like to be cleaned or washed. Submitted items will be returned by 9.00 a.m. Laundry services are closed on Saturday and Sunday. We will include the service fee in your room invoice.

### Your Keys

For your added security the keys to your room are numbered with a security code.

If lost or misplaced during your stay with us please notify the Reception immediately.

### If You Need Medical Aid

Please call the general help number 112 from the landline or your mobile telephone or Reception (tel. No.9).

### Rules For Our Guests With Pets

We accommodate our guests who come together their pets. Keeping a pet in your room you are additionally charged:

- Cat 5 EUR per room per day
- Small dog 10 EUR per room per day
- Big dog 20 EUR per room per day

### General rules on keeping a pet in the hotel:

- A pet owner is responsible for his pet's tidiness. He also makes sure that his pet does not make any noise neither disturbs the rest of other guests.
- A pet owner must have a special place for keeping his pet - cage, special bag, bed, etc.
- A pet owner takes a personal responsibility for his pet's bed, nutrition as well as all other necessary needs for the pet.
- A pet owner makes sure that his pet will be taken outside in time, will keep tidy while being in the hotel premises. If a pet makes a mess, its owner cleans everything immediately.
- A pet owner makes sure that hotel's towels and other pieces of inventory will not be used for the needs of his pet.
- A pet cannot be left alone in a hotel room for longer than 60 min.
- A pet owner makes sure that his pet does not access other hotel rooms, restaurant premises, SPA centre, other general usage premises on its own.
- A lead must be used while taking a pet for a walk. In case of necessity a muzzle must be used as well.
- A pet owner ensures that his pet will not make any material damage to the hotel.
- A pet owner takes all responsibility to pay all expenses, connected with the damage made by his pet to people's health, hotel inventory.

### Dear Guests,

We kindly ask you not to take away the property of the Hotel. If you want to acquire some, please ask the Reception.

## ENJOY YOUR STAY

### Administration

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