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## ACTIVITY ROOM

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Downstairs by the restaurant. Open from 8.0 am – 10:00 pm.  
Bats and balls for table tennis and table football are available at the reception.

## ADAPTER

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Available at the reception for a deposit of 100 kr. per item.

## ALARM

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The emergency center press 0 and afterwards 112. The police press 0 and afterwards 114.

## ATTRACTIONS AND ACTIVITIES

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Billund and surroundings offer a lot of attractions and activities. Further information or brochures – please contact the reception.

# B

## BANK

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Den Jyske Sparekasse, Rådhuspladsen 11, 7190 Billund

## BABY BED

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Can be ordered in the reception or on No. 500 and will be charged DKK 200 per night.

## BREAKFAST

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Is served in our breakfast restaurant:  
All week.: 06.30 am – 10.00 am – Sunday and High season 06.30 am – 11.00 am

**It is possible to order breakfast “to-go” in the reception before 9:00 pm the evening before.**

# C

## CHANGE OF MONEY

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Prevalent currency can be changed at the reception without a fee, but to the hotels fixed rate of exchange.

## **CHARGER FOR CELL PHONE AND COMPUTER**

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A smaller selection can be handed out at the reception.

## **CHECK IN - AND OUT**

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Check in 3 pm  
Check out 11 am

For request of later check-out, please contact the reception. There will be an extra charge of DKK 100 per commenced hour (only possible until 2 pm)

## **CINEMA**

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Grindsted Kino, Vesterbrogade 5, 7200 Grindsted – Phone number +45 7532 0061  
Lido Biograferne, Søndertorv 1, 7100 Vejle – Phone number +45 7582 4080

## **CLEANING**

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Daily in all rooms. Towels are changed, if they are on the floor and bedlinen are changed every 4<sup>th</sup> day. For request of extra change of bedlinen, please contact the Receptionen. There will be an extra charge of DKK 100 per bed per change.

## **COMPUTER**

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You are welcome to connect your own devices to our free WIFI. Please log on “propellenguest”, which is an open connection without a password. We also offer free use of a guest pc and printer in the reception.

## **CONFERENCE ROOM**

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The hotel has over 14 meeting- and group rooms. For further questions please contact the reception.

## **CREDIT CARD**

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Following cards can be used for payment: Dankort, Visa, Maestro, MasterCard, Eurocard and Diners Club.

Payment with some credit cards will be added a card fee.

## **CURRENCY**

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It is possible to pay with British pounds, Swedish kronor, Norwegian kroner, US dollars and EURO. We only accept bank notes.

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## DEFIBRILLATOR

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Available at the reception.

## DENTIST

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Can be contacted on phone number: +45 6541 4551 or at the reception desk. Remember your medical insurance card.

## DOCTOR

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Billund's practising doctors can be contacted by the reception desk. Between 4 pm and 8 am you can contact a doctor directly on phone number +45 7011 0707. Remember your medical insurance card.

# E

## ELECTRICITY

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220 volt – 50hz

## EMERGENCY EXIT

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Please follow the exit-signs. There are floor plans in every room and by every exit.

## ENVIRONMENT

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### **A Sustainable World.**

Whether home or away, it will require all of us to make a contribution if we are to help produce results and progress towards a sustainable world by 2030. We are proud to make an extra effort here at **Hotel Propellen**. We are therefore working according to the **UN's 17 Global Sustainability Goals**. We have decided to specifically focus on six of the 17 global goals, because these involve areas where we can make a difference every day.

The fight to make our world a better place will require efforts from big organisations like governments and global organisations, and from smaller local companies like ourselves.

As a guest of the hotel, you can help us meet our internal environmental goals and thus make an effort to benefit the environment. You can:

- Be aware of the water consumption.
- Turn off the light, when you leave the room.
- Warn the reception about any problems – if the tap is running or the thermostat is defect.
- Placing the glass bottles on the floor by the trashcan.
- Throw the paper in the steel trashcan, which is placed in every corridor.

# F

## **FIRE SAFETY**

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Investigate where the emergency exits are. Find the fire alarm in the corridor and notice, that it will be activated by crushing the little window and pressing the button. The hotel IS equipped with fire hoses in the corridors and warning systems.

The reception can be contacted on the internal phone by pressing 500 and external phone by phone number +457533 8133.

**NEVER use the LIFT by fire!**

## **FIRST AID**

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Available at the reception.

## **FITNESS ROOM**

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Downstairs by the restaurant. It is open from 7 am – 10 pm. The key is available at the reception. Minimum age is 16 years.

## **FORGOTTEN ITEMS**

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We do not take responsibility for forgotten items. They can be forwarded for DKK 150 + postage. As soon as the payment is registered we will dispatch the items.

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## **IRON AND IRONING BOARD**

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At the corridors in the white closet. It is also possible to borrow an iron and an ironing board at the reception.

# K

## **KIOSK SALES**

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A small selection of sweets and toiletries can be purchased at the reception.

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## **LAUNDRY**

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Deliver your laundry at the reception by 8:30 am at the latest; then we have it ready the same day after 5:00 pm. Please use the paper bag from the room and remember to write your room number on the bag. Please also mark which types of laundry you have put in the bag.

## **LOBBY BAR**

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You are able to buy a small selection of coffee, wine, beer and drinks.

## **LUGGAGE**

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If you need help to get your luggage to or from the room, please contact the reception at No. 500.

It is possible to put your luggage in a locked luggage room near the reception.

The hotel is only responsible for items, which are left in the hotel's custody. Items, which for instance are stored in the guest's hotel room and the boot in the car, are not considered as left in the hotel's custody and are therefore stored on the guest's own responsibility.

The hotel takes no responsibility for the guest's car, including the items, which might be left in the car.

## **M**

### **MISCELLANEOUS**

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Sewing kit is handed out on request at the reception. Extra pillows and duvets are handed out at an extra cost.

## **P**

### **PARKING**

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Is free and it is not necessary to have a parking certificate.

### **PHARMACY**

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Billund Apotek, Butikstorvet 3, 7190 Billund – Phone number: +45 7533 8194

### **PHOTOCOPY / PRINT**

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Is possible at the reception or the document can be send to [mail@propellen.dk](mailto:mail@propellen.dk). The price is DKK 2,- for black/write and DKK 5,- for colour per page, we copy or print out.

### **POST**

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Items for dispatch can be delivered in the reception.

### **PRICES**

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Our room prices are variable as they are based on supply and demand. We have also chosen to include this in our company agreement, which means it will always be the lowest price, which is valid. If you are interested to hear more about a possible company agreement, please contact the reception.

## **R**

### **RADIO-CHANNELS**

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DR P2, DR P3.

## RECEPTION

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For contact please dial no. 500 or +45 75 33 81 33

## RESTAURANT

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Every day

Breakfast 6:30 am - 10 am. High season 06.30 am – 11.00 am

Lunch 11:30 am - 2 pm. High season 11.30 am – 05.00 pm

Dinner 5:00 pm - Last order in the kitchen at 9:30 pm. High season 10.00 pm

**We recommend table reservation.**

## ROOM KEY

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It is possible to leave the room key at the reception when you leave the hotel.

## ROOMSERVICE

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See the last page

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## SAFETYBOX

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At the reception – free of use.

## SMOKING

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By law smoking is not allowed indoor. By violation there will be a fee of DKK 2000.

## SWIMMING POOL

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Downstairs by the reception. Opening hours: 8 am - 10:00 pm

On grounds of security there are safety measures by the doors to the changing rooms – the switch by the door needs to be pushed before the door can be opened.

Diaper-using children MUST use a swimming diaper, which can be bought in the reception for DKK 15/each.

Extra towels are handed out for free in the reception. Bathrobes and bath slippers are handed out at an extra cost.

## T

## TAXA

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Can be ordered on phone number: +45 4848 4848 or at the reception. Remember to give your room number.

## TELEPHONE

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To make outgoing calls dial 0

To call another room, dial the required room number.

Direct phone number to the room is +45 7650 4464 - wait for the dialling tone and press the room number.

### Useful numbers:

**Reception: Dial 500.**

**Restaurant: Dial 273.**

### Foreign calls:

Belgium	00 32
Finland	00 358
France (with Andorra og Monaco)	00 33
Ireland	00 353
Italy (San Marino/Vatikanstaten)	00 39
Japan	00 81
China	00 86
The Netherlands	00 31
Norway	00 47
Poland	00 48
Portugal	00 351
Spain	00 34
Great Britain and Northern Ireland	00 44
Sweden	00 46
Germany	00 49
USA	00 1
Austria	00 43

### Important:

For every outgoing conversation, the called number and amount will be registered automatically. The total amount will be applied to your hotel account.

## TOURIST INFORMATION

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In our reception you will find free brochure material from many Danish attractions and sights – in the local area and in the rest of Denmark.

You are welcome to contact the reception staff, who will help you with advice and guidance.

## TV-CHANNELS AND ROOM CAST

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DR1, DR2, SVT1, TV4 Sweden, TV2 Norway, ZDF and CNN

Channel overview is available at [www.tvguide.dk](http://www.tvguide.dk)

Room cast instructions is to be found in the small display with the remote control.

Learn more here: <https://www.roomcast.tv/files/file/13-introducing-roomcast%E2%84%A2/>

## W

### WAKE-UP CALL

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Can be ordered at the reception or on No. 500

## **WIFI**

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Log on "propellenguest", which does not require a password.