



Information A-Z

Welcome to Ringhotel Loew's Merkur
We would like to make your stay as pleasant as possible.

Therefore we have compiled this A-Z overview which provides a short overview of our services and includes general information of our hotel.

Should you have any questions or if you would like further information, please do not hesitate to contact our employees at the front desk anytime.

www.loews-hotel-merkur.de



Pillenreuther Straße 1
90459 Nürnberg
Telephone (09 11) 9 94 33-0
Fax (09 11) 9 94 33-6 66
info@loews-hotel-merkur.de
195 rooms
restaurant • café
14 conference and event rooms
parking lot

Airport The airport can be reached by car or taxi within 20 minutes, or you can take the subway (U2 Line) directly from Central Station (14 minutes).

Alarm In an emergency or dangerous situation, an in-house alarm will be raised by telephone. Please vacate your room immediately and follow the escape route signs and proceed outdoors as quickly as possible. Do not use the lift.

Allergies We can provide special bed linens and offer rooms without carpets.

Baby Cot Baby cots can be provided free of charge.

Baggage Free baggage deposit in our locked luggage room.

Banquet Office Call our Banquet Office at ext. # 612 for more information and scheduling events.

Bathrobe Bathrobes are available for free at the front desk. Terrycloth slippers are provided on request.

Bathseat Bathseat on request.

Blanket, additional On request.

Breakfast Please select your breakfast and hand the breakfast form to our receptionist on the prior evening. Our breakfast is available in the restaurant from 06.30am to 10.30am. On special occasions we offer an additional breakfast on the first floor (Salon 1 to 3).

Car Rental Car rental services are available at the front desk.

Check-in On arrival your room will be available from 04:00pm.

Check-out Please vacate your room by 11:00 a.m. on the day of departure.

Children Children up to the age of 15 stay overnight in their parent's room for free and enjoy a complimentary breakfast.

Cigarettes A cigarette vending machine is located in the lounge.

Cinema/Theatre/Concerts What's happening in Nuremberg? Ask the front desk about the current attractions in the city.

City Map A city map is available free of charge at the front desk.

Conference Rooms Please let us know if you are interested in our various conference rooms and meeting services. Dial ext. # 612 to reach our reservation team or ask the front desk for a conference folder.

Credit/Debit Cards We accept MasterCard, VISA, JCB, Diners, American Express and EC Cash.

Direct Booking Book your next stay directly over our website and save € 5.

Disabled Our hotel is classified disabled-friendly. Please let us know what you need and we will do our best to assist you.

Doctor Contact the front desk if you need medical attention.

Emergencies In case of emergency dial ext. # 8.

Fitness Our Fitnessroom "Mercurialis Gym" is opened daily from 6.00 to 12.00 a.m. and 02.00 to 22.00 p.m. You can find it at the courtyard.

Flight Tickets Our front desk team will gladly assist you should you have questions about your flight tickets.

Front Desk Our front desk (= reception) operates around the clock and can be reached by dialling ext. # 8.

Haus 1 / Haus 2 / Haus 3 Ringhotel Loew's Merkur consists of three buildings which are interconnected in a U-shape.

History of the Hotel Are you interested in the history of the hotel? The front desk sells copies of the award-winning hotel chronicle "Zum Merkur, bitte" about the 75-year history of this privately owned hotel.

Hotel Parking Lot You can either park your car in the hotel courtyard or use our outdoor parking. Parking fees are € 14 per day. (April 2020)

Hygiene concept due to Covid-19 is available on our homepage.



In-House Calls Our front desk will gladly arrange for calls to other hotel rooms.
Ironing Set Iron and ironing board are available on request.

Laundry Services Between Mondays and Fridays you will receive your cleaned laundry back on the same day if you drop it off at the front desk by 09:00am. Laundry bags are located in the closet of your room.

Medi Stream Spa Hydrojetmassage A unique and relaxing waterbed massage is waiting for you in our Pool Area. € 6.00/17 minutes. Coins are available at the front desk.

Messages For messages, news, faxes and mail contact our front desk.

Minibar In all rooms you find a minibar with various refreshing drinks and snacks.

Newspapers Daily newspapers are available at the front desk.

Non-Smoking No smoking in all public spaces. Please do not smoke in our non-smoking rooms. Please ask our front desk team for smoking rooms.

Orientation within Hotel Your Hotel Room Guide contains a 3D plan of our hotel for easier orientation

Pets Four-legged friends are welcome. Due to the extra cleaning requirements there is a surcharge of € 10.00 per animal/day.

Pharmacy Contact the front desk if you need an after-hour pharmacy.

Photocopies/Scan/Fax Service available at the reception.

Pillowmenu Additional pillows or pillows for allergy sufferers are available on request.

Pool Area Our Pool Area is located in the basement of the east wing. Opening hours: daily from 07:00am to 10:00am and from 05:00pm to 09:00pm. In addition to the pool you can enjoy the Finnish sauna and our medi stream Spa Hydrojet-massage. If you want to swim outside the opening hours, let us know. All these amenities are complimentary with the exception of the medi stream Spa Hydrojetmassage.

Radio You receive the programs on the TV.

Razor Set Forgot your shaving kit? It is available from the front desk.

Repairs Is something not working? Please notify the front desk and we will try to fix the problem immediately.

Reservations Would you like to extend your visit? Or are you ready to book your next stay? Simply contact our reservation team (Ext. # 612).

Restaurant Our restaurant "Pachelbel & Co." is open daily from 12:00pm to 02:00pm and from 06:00pm to 09:00pm. Outside these hours we offer a range of cold and warm meals from our bistro menu. The restaurant closes at 11pm.

Reviews Please rate us on google, HolidayCheck or Tripadvisor.

RinghotelsCard As a RinghotelsCard holder you are a preferred guest in every Ringhotel and receive additional benefits. Apply for the RinghotelsCard holder now and collect valuable bonus "rings". Ask our front desk for more details.

Room cleaning When you are staying longer than one night we will clean your room every third day to avoid as much contact as possible. You can request fresh towels anytime - we will hang them in a hygienic bag on your door. You can request a daily cleaning at the front desk.

Room Service Please see our breakfast menu.

Breakfast: 06:30am to 10:30am;

Drinks 07:00am to 09:00pm;

meals until 09:00pm.

Safe If your room does not have its own safe, we provide safe deposit boxes at the front desk for your valuables. Please note that money and valuables left in the room are not insured and there is no claim for compensation.

Sewing Services Smaller sewing jobs, such as sewing on a button, available on request.

Shower gel Suits for hair and body.

Taxi We will gladly call a taxi for you (Phone: +49(0)911-19410).

Telephone Dial "0" for an outside line and direct dialling.

Tickets for Public Transport The Nuremberg 2-Day Pass is a real bargain and can be purchased directly at our front desk.

Toothbrush Forgot your toothbrush? Tooth brushes and tooth paste are available from the front desk.

TV All rooms come with satellite TV and over 60 TV and 40 radio stations.

Umbrella Umbrella on request at the front desk.

Wake-Up Call Let the front desk know when you want to wake up. The wake-up call is automatic.

Water Kettle Water kettles are available free of charge on request.

Water Station/ Tea Station Depending on the season, we provide free refreshments in the lobby.

Website www.loews-hotel-merkur.de

WiFi Free 300Mbit WiFi in the entire hotel. If you have problems do not hesitate to contact the reception. PC in our lounge (ability to print at the reception).