

Dear guests!

Thank you for choosing our hotel !

This information folder is supposed to inform you about our offer and to give you some insider information.

We will as well answer frequently asked questions of our guests.

We hope you will find any information you might need.

For any further questions or comments concerning either this folder or our hotel we will be pleased to speak with you in person!

We wish you a pleasant stay in Salzburg!

Yours,  
Sabine and Patrick

**Contact times and details:**

We are there for you 365 days a year from 07:30 in the morning until 6 pm.

In emergency cases you can reach us at any time at the telephone number below or by the door bell in front of the door.

Tel: +43-662-203280

Email: [salzburgcity@urban-stay.at](mailto:salzburgcity@urban-stay.at)

Webpage: [www.urban-stay.at](http://www.urban-stay.at)

## THE MOST IMPORTANT FROM A to Z

### **Airport/How to reach the airport Salzburg from our guesthouse:**

By bus:

Bus No. 2 – Station Kiesel (3 min. from hotel) till station Flughafen/Airport (approx. 25 min.)

### **Airport-Shuttle to Airport Munich:**

Frequent shuttle service to the airport Munich from € 61,-- per person.

We are pleased to reserve it for you.

Per train: [www.oebb.at](http://www.oebb.at)

Per bus: [www.flixbus.at](http://www.flixbus.at)

### **Baby bed:**

We provide a baby bed for free (upon availability).

### **Bank/Money Exchange/ATM:**

approx.. 50 m

BAWAG P.S.K., Max\_Ott-Platz 5

approx. 100m

Sparkasse, Rainerstrasse 4

### **Breakfast**

Because of the actual situation (Covid19) and our capacity we do not offer breakfast in our hotel.

For your best we decided to make a contract with Café Cup&Cino (1 min.walking) – you will get there a discount of 10 % on everything until 12.00 noon.

### **Cancellation Policy:**

You find the cancellation policy of your booking in your booking confirmation.

Every started stay has to be payed.

### **Car rental:**

AVIS; Ferdinand Porsche Strasse 7, 5020 Salzburg

Tel. +43 662 877278

Mo-Fr 07.30 a.m. – 05.00 p.m.

**Check-In Time:**

Your room is available for you on the day of arrival from 3 pm.  
You may leave your luggage with us from 07:30 in the morning.

**Check-Out Time:**

Please vacate the room at the day of your departure until 11:00 in the morning.  
If you need your room beyond this time, we ask you to arrange this with our staff.  
We offer Late-Check-Out for € 25,-- .  
Late-Check-Out must be reserved at least 1 day before departure and depends on availability.

**City Map:**

You will get a free city map at the reception

**Cleaning of the Room/Room Service:**

We ask for your understanding that we can only clean your room when you are out of the room by 12:00 am.

**Dentist**

DDr. Peter Schuller-Götzburg, Ernest Thun Strasse 13, 5020 Salzburg

Tel. +43 662 871124

Mo-Do: 08:00-12:00 & 12:30 – 15:00

Fr: 08:00 – 12:00

Emergency dentist service, Glockengasse 6, 5020 Salzburg

Sa, Sun, holiday 15.00-17.00

No reservation needed.

**Doctor:**

In the next house

Dr. Emanuel Gollegger, Rainerstr. 9, 5020 Salzburg - private

Tel.: +43 662 8744874

By appointment

Further doctors: [www.docfinder.at](http://www.docfinder.at)

or ask us

Doctor's Emergency Center

Dr. Karl Renner Strasse 8

Mo-Fr 16.00-23.00, Sa/Sun/holiday 08.00-13.00 and 16.00-23.00

Doctors emergency service, Tel: 141

**Dogs/Cats:**

After consultation with our staff, dogs or cats are allowed for € 5,-- per day (without food). Please consider that not all of our guests are happy with pets, therefore please use a leash at any time.

**Drinks (self-service):**

Beside the reception you find a variety of cold drinks.  
Please pay at the reception.

**THANK YOU FOR YOUR HONESTY!**

Prices:

Red Bull Energy Drink	€ 2,00
Soft drinks	€ 2,00
Mineral water	€ 1,50
Beer	€ 2,50
Red wine, white wine	€ 10,00

Please take out wine glasses from the commode beside the reception.

**Coffee**

You can get a coffee at the lobby any time.

**Electricity/Voltage:**

Please only use electrical devices that are suitable for 230 V, 50 HZ.

**Fire Escape:**

Remain calm! Please remind the fire escape.  
The way out is marked according to national requirements by green signs.

**Fire Extinguisher:**

The fire extinguishers are  
on the ground floor beside the reception,  
on the first floor between room 3 and room4,  
on the second floor beside room 9,  
on the third floor beside room 15

**First Aid/First Aid Kit:**

You find a first aid kit in the lobby in front of the reception.

**Flight information:**

Information on arriving or departing flights can be found at:

for Salzburg: [www.salzburg-airport.com](http://www.salzburg-airport.com)

for Munich: [www.munich-airport.de](http://www.munich-airport.de)

**Flight Tickets/E-Tickets**

If you want us to print-out your tickets please send them to us by email: [salzburgcity@urban-stay.at](mailto:salzburgcity@urban-stay.at)

We will be pleased to print your tickets.

Please check with us beforehand at what time the reception is available.

**Flowers:**

To buy or order flowers we recommend:

Blütenstand

Wolf-Dietrich Strasse 23, 5020 Salzburg

Tel.: +43 664 3520453

Mo, Tue, Thu, Fr 10.00-12.00 / 14.00-18.00, Sa 09.00-13.00

**Heating:**

The room temperature can be regulated via the radiator in your room.

**Hospital**

Landeskrankenhaus Salzburg, Müllner Hauptstrasse 48, 5020 Salzburg

Unfallkrankenhaus Salzburg, Doktor-Franz-Rehrl-Platz 5, 5020 Salzburg

**Information on Salzburg:**

You will find city maps and much further information next to the reception.

**Internet:**

We offer free WIFI in all rooms and in the lobby.

Login: Urban Stay – No Password

**Iron/Ironing board**

You can borrow an iron and an ironing board at the reception

**Late-Check-Out:**

In case you want to use your room longer than 11:00 am on the day of your departure, please contact our staff at least 1 day before.

Late-Check-Out depends upon availability and is charged with € 25,-- .

**Liability:**

We do not assume liability for money or other valuables, neither for any lost or left behind items.

**Laundry/Washing/Coin washing machines:**

Norge Exquisit  
Paris Lodron Strasse 16, 5020 Salzburg  
Tel. +43 662 876381

**Luggage:**

You may store your luggage with us at the day of your departure at the reception.

The reception will be open till 06.00 p.m.

Please do not leave valuables (money, laptop, mobile phone, jewelry,..) in the luggage.

**Parking:**

If our parking places in the inner courtyard (€ 15 per night) are already occupied – the nearest parking place is Mirabell Garage (200 m).

Please ask at the reception for a reduction ticket and you will pay € 15,-- instead of € 18,-- per day.

**Payment:**

Please pay your invoice at the day of arrival, if you arrived late next morning - our reception is open from 07.30 in the morning.

We do love cash, but we do as well accept bank cards (Maestro) and credit cards (Visa, Mastercard)

**Pharmacy („Apotheke“):**

The nearest pharmacy (approx.. 100 m)

Elisabethstrasse 1A, 5020 Salzburg

Tel. +43 662 871484

Mo-Fr. 08.00-18.00, Sa 08.00-12.00

Pharmacies on duty: Tel: 1455 or [www.apotheker.or.at](http://www.apotheker.or.at)

**Post Office:**

The nearest post office is Schranngasse 10c

### **Public Transport:**

You reach our hotel by bus No. 2 from airport, exit at > Kiesel <  
From the train station also bus No. 2, exit at >Kiesel<

### **Restaurants**

In Salzburg, there are of course a variety of restaurants, cafes and bars.  
We give you a few listed here that are near our hotel - they are also marked on the enclosed map

#### **Strobl Stüberl-** (directly beside the hotel)

Rainerstrasse 11, 5020 Salzburg,

Tel. +43 662 877357

Tue - Sat: 18:00 - 03:00

#### **Braurestaurant Imlauer** - Austrian cuisine – opposite the hotel

Rainerstrasse 14, 5020 Salzburg

Tel. +43 662 877694

Mo-Sun 11.00 – 00.00

#### **Pitter Keller** – typical beer restaurant (ca. 100 m)

Rainerstrasse 6, 5020 Salzburg

Tel. +43 662 88978780

Tue - Sa: 11:00 - 14:00 & 17:00 – 23:30

#### **Imlauer Sky Bar & Reestaurant** - ca. 100 m

Rainerstrasse 6, 5020 Salzburg

Tel. +43 662 88978666

Mon - Sat: 09:00 a.m. - 01:00 at night / Sun 09.00 a.m. – midnight

[www.imlauer.com/imlauer-restaurants-salzburg](http://www.imlauer.com/imlauer-restaurants-salzburg)

#### **Asia Kitchen** – (ca. 50 m)

Ernest Thun Strasse 13, 5020 Salzburg, [www.asia-kitchen.at](http://www.asia-kitchen.at)

Tel. +43 662 781600

Mo - So: 11:30 – 15:00 & 17:30 - 22:30

#### **Pizzeria Il Corallo** - Italian

Auerspergstrasse 12, 5020 Salzburg, [www.ilcorallosbg.com](http://www.ilcorallosbg.com)

Tel. +43 662 876103

Mo-Sa 11.00-14.30, 18.00-23.00

**Room Key:**

Please take your room key with you all the time, since our reception is not occupied all day. Upon departure please hand it to the reception.  
Your room key is also for the entrance door, which is closed when the reception is not occupied.

**Salzburg Information:**

A city map and many tourist brochures are available in the lobby.  
You can book sightseeing tours and buy the Salzburg Card at the reception.

**Smoking:**

Smoking is strictly prohibited in rooms and bathrooms as well as in the corridors!  
We do charge € 150.- in case of violation of this rule.  
You can smoke on the street in front of the door.

**Taxi/Cab:**

Call a taxi/cab: Tel. +43-662-8111  
Address: Urban Stay Salzburg City, Rainerstrasse 11

**Telephone-Numbers:**

Ambulance:	144	Fire Department:	122	European emergency:	112
Police:	133	Doctors emergency:	141		

**Lost or Stolen Credit or Bank Cards:**

Amex:	Tel.: 0810-910 940	Diners:	Tel.: 0043-1-501 35-135
PayLife:	Tel.: 0043-1-717 01-4500	Visa:	Tel.: 0800-200288
Mastercard:	Tel.: 0800-21 8235	Maestro:	Tel: 0800/20 48 800

**Tickets for Public Transportation:**

Tickets for public transport can be bought at a so called „Tabak-Trafik“ (5 tickets) or in the office of “Salzburger Verkehrsverbund”, Schallmooser Hauptstrasse 10, at the vending machines at the bus stations or at the busdriver.  
Our recommendation: The Salzburg Card, with which you can use all lines of public transportation free of charge, which you can buy at the reception.



**Toilet:**

Please help us to avoid blockings of the toilet: Do only throw toilet paper into the toilet!  
Please throw tampons, sanitary napkins and similar things into the bin!

**Towels:**

For environmental reasons: towels lying on the ground we like to interact with new towels, towels hanging on towel racks will be used by you again.  
75% of our guests use their towels more than once - join them and thus help to protect the environment.

**Train station:**

You reach the train station by Bus No.2 – Station Kiesel (3 min. from Hotel)  
till Train Station (approx. 2 min.) or just walk about 10 minutes.

**Veterinarian**

Dr. Triebel Monika, Vogelweiderstrasse 21, 5020 Salzburg  
Tel. +43 662 871333  
Mo-Fr 09.00-12.00 / 17.00-19.00, Sa 09.00-12.00

**WIFI**

We offer free WIFI in all rooms and in the lobby.  
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**We wish you a pleasant stay!**