

## General Information

INFINITY Munich

Andreas-Danzer-Weg 1-3, 85716 Unterschleißheim  
Tel.: 089 999 56 0, Fax: 089 370 530 911

### **A Airport**

You can reach the Munich-Airport Franz-Josef-Strauß by train (S-Bahn S1) from Unterschleißheim or Lohhof. For flight information please contact our Guest Service Team. (tel.:1000) [www.munich-airport.de](http://www.munich-airport.de)

### **Air Conditioning**

In your room is a thermostat to regulate the temperature. The air conditioning will be turned off automatically when you open a window.

### **ATM**

Is located in Kaufland on the opposite of the Hotel, only during opening times.

### **Adapter / Power Converter**

Please contact our Guest Service Team (tel.: 1000)

### **B Baby bed**

We will be able to put a baby bed in our Junior- and Executive Suites for you, which will be free of charge. For assistance please contact our Guest Service Team (tel.:1000)

### **Babysitter**

If you need a babysitter, please contact our Guest Service Team at your earliest convenience. We will arrange one for you.

### **Babyphone**

For assistance please contact our Guest Service Team (tel.:1000)

### **Bath robes**

Bath robes will be available on request. Please contact our Guest Service Team. (tel.:1000)

### **Bathroom stool**

Please contact our Guest Service Team. (tel.:1000)

**Bank**

*Kreissparkasse*

Rathausplatz 1, 85716 Unterschleißheim, tel.: 089-23801 0

*Raiffeisenbank*

Hauptstraße 42, 85716 Unterschleißheim, tel.: 089-3100031000

*Postbank*

Rathausplatz 13, 85716 Unterschleissheim, tel.: 089-3178260

*CommerzBank*

Am Stutenanger 6, 85764 Oberschleißheim, tel.: 089-375063 0

**Breakfast**

Breakfast is served:

Monday to Friday from 6:30 am to 10:00 am

Saturday, Sunday and Holidays from 7:00 am to 11:00 am

in our restaurant Viktualien which is located on the ground floor

**Bar**

Our hotel bar is located at the ground floor and opens daily from 10:00 am to 1:00 am.

**Bus**

The Bus Stop for Bus Line 215 Nord is called BallhausForum and is located diagonally opposite the hotel in the Edisonstraße.

**Business Center**

Our Business Centre is located at the first floor and opens from Monday to Friday from 7:00 am to 8:00 pm. In the business center you have the possibility of free WiFi. Our team will assist you for copies, Print-outs and scanning documents.

**Beverages**

You will find tea and coffee making facilities in the center drawer of your desk.

**C Church-Overview**

Catholic Parish Church St. Korbinian

Bezirksstraße 25, 85716 Unterschleissheim

Protestant-Lutheran Genezareth Church

Gerahrt-Hauptmann-Str. 10, 85716 Unterschleissheim

For detailed information please contact our Guest Service Team and dial 1000.

**Credit Cards**

We accept Visa/Master and American Express.

**Check in**

On your day of arrival, we will guarantee your room to check in by 3:00 pm.

**Check out**

On your day of departure, we kindly ask you to check out of your room by 10:00 am (on the weekend 12:00 am). For assistance with your luggage, please contact our Guest Service Team (tel.: 1000).

**Conference Rooms**

The INFINITY Munich Unterschleissheim in connection with the BallhausForum has 43 meeting rooms with 6000 square meters of function space.

**D Dental Kit**

Please contact our Guest Service Team. (tel.: 1000)

**Dry Cleaning**

We provide an external Dry-cleaning service from Monday to Friday. Please contact our Guest Service Team or take your laundry bag down to the guest service desk until 8:30 am, latest. Your laundry will be returned the same day in the evening by 7:00 pm latest. Please use the List and Bag for your Laundry, both are located in the wardrobe.

**E Emergency**

In case of emergency please call Guest Service, please dial 1000.

**Emergency exits**

Please be aware of the assignments in your room. Emergency exits are green illuminated on the floors.

**Express Check out**

Please contact our Guest Service Team. (tel.: 1000)

**F Flowers**

Our Guest Service Team will be glad to assist you, please dial 1000.

**Fax**

Our Business Centre Team will be glad to assist you with sending faxes. One page within Germany costs € 0,50. Rates for additional pages and international numbers are available upon request.

**Fitness**

The fitness room is located at the ground floor. We have different exercise machines such as a cross-trainer, stepper etc.

## **G Guest Service**

Our Guest Service Team will be glad to assist for any information you need or wishes you might have. (tel.: 1000)

## **H Hairdresser**

*Salon Pfaus*

Sportplatzstr. 16c, 85716 Unterschleißheim, Tel.: 089-321 1576

*Hanni's Haar Haus*

Alleestr. 18a, 85716 Unterschleißheim, Tel.: 089-310 5106

Our guest service would be happy assist you Tel. 1000.

## **I Iron & Ironing Board**

Please contact our Guest Service Team. (tel.: 1000)

## **Internet**

You can use our WiFi in your Room on your Laptop or Smartphone as a free service with the following credentials:

SSID: Infinity Munich, Password: Conncet!123

Once connected you are able to use this in the full Hotel.

## **L Laptop**

Available upon request. Please contact our Guest Service Team. (tel.: 1000)

## **Laundry**

We provide an external Laundry service from Monday to Friday.

Please bring your laundry bag down to guest service until 8:30 am latest.

Your laundry will be returned the same in the evening until 7:00 pm latest.

## **Linen change**

We offer a daily change of linen for an additional fee.

Please contact our Guest Service Team. (tel.: 1000)

## **Lost & Found / Lost Property**

Lost property is kept in the housekeeping office. Should you have lost or found anything, please contact our Guest Service Team.

## **Luggage**

For assistance or storage of your luggage, please contact our Guest Service Team. (tel.: 1000)

## **M Messages**

Messages will be taken at the front desk and be delivered to your room.

**Message**

For appointments please contact our INFINITY SPA by CINQ MONDES team and dial 1500.

**Maxibar**

On every floor you will find the Maxibar with a selection of alcoholic, non-alcoholic drinks and snacks. Use your room key and enter the number of the product you choosed.

**Medical Services**

Gemeinschaftspraxis

Dr. med. Friedrich M. Kiener und Dr. med. Helmut Eder

Siedlerstrasse 86, 85716 Unterschleißheim

Tel.: 089-310 11 12 or 089-321 1070

**Mending Kit**

Please contact our Guest Service Team (tel.: 1000).

**Mail**

For mail service please contact our business center and dial 1240.

**Money Exchange**

We will exchange foreign currencies (Dollar, Yen, Pounds) up to a value of € 100, – plus 5% Service charge.

**Manicure**

For appointments please contact our INFINITY SPA by CINQ MONDES team and dial 1500.

**N Newspapers**

An assortment of newspapers will be available at the Guest Service Desk.

**Nail file**

Please contact our Guest Service Team (tel.: 1000).

**P Parking**

Our car park at the hotel consists of 1000 parking spaces and is free of charge for our guests.

**Pillow selection**

We are happy to offer you a selection of different pillows.

Please contact our Guest Service Team. (tel.: 1000)

**Pharmacy**

*St. Korbinians Apotheke*

Bezirksstr. 32, 85716 Unterschleißheim, tel.: 089-310 5248.

**Pets**

Pets will be charged with 15,00 € per day and are not allowed in our restaurants, the bar and SPA.

**Pedicure**

For appointments please contact our INFINITY SPA by CINQ MONDES team and dial 1500.

**Police**

Please call our Guest Service Team (tel.: 1000).

**Printing**

Please call our Guest Service Team (tel.: 1000).

**R Radio**

Radio programs can be received via TV from channel 1000.

**Restaurant**

Our restaurant's opening hours are

*Viktualien (Tel.: 1400)*

Monday to Friday

06:30 am until 10:00 am

12:00 am until 02:00 pm

Saturday and Sunday

07:00 am until 11:00 am

12:00 am until 02:00 pm

*Redox (Tel.: 1401)*

Tuesday to Sunday

06:00 pm until 10:00 pm

*Le Bistro (Tel.: 1410)*

Monday to Sunday

12:00 am until 10:00 pm

Our Executive Chef and his team prepare regional as well as international dishes. For special requests please do not hesitate to contact our Guest Service Team.

**Reception**

Our reception is open 24 hours 7 days a week.

Please dial 1000 to contact us.

## **S Safe**

You find an in-room safe at your desk for your personal belongings. The hotel's liability for items that hotel guests bring along with them shall be governed by the law, namely up to the 100-fold of the price for the room, no more than 3,500.00 EUR, as well as for money, securities and precious items up to 800.00 EUR. Money, securities and precious items up to the maximum amount of 800.00 EUR may be stored in the room safe. The hotel recommends that guests use the safe. Any claims from liability shall be elapse upon the customer notifying the hotel when learning about the loss, demolition or damage without any delay (Sec. 703 BGB [German Civil Code]). Additional safe deposit boxes are available at our reception desk.

## **Shaving Kit**

Please contact our Guest Service Team. (tel.: 1000)

## **Shuttle Service**

Please contact our Guest Service Team. (tel.: 1000)

## **Sightseeing**

City Maps and information on sights are available at the reception. Our Guest Service Team will be glad to organize tickets for you as well as providing ideas and further information.

## **Sky**

Is available at channel 21 and from channel 25 till 28

## **Slippers**

Please contact our Guest Service Team. (tel.: 1000)

## **Smoking**

INFINITY Munich Unterschleissheim is a non-smoking hotel. We kindly ask you to refrain from smoking in your room as well as all areas besides the designated smoking area in front of the main entrance.

## **SPA – INFINITY SPA**

Our INFINITY SPA there are 7 treatment rooms for massages, baths, cosmetics and applications. Opening hours daily from 10:00 to 20:00 o'clock. Our Wellness Center includes a Swimming pool, Finnish sauna, bio-sauna, steam bath, microsalt room, pub and plunge pool, relaxation room with fireplace and fitness room. Sauna and steam bath are in operation daily from 10:00 to 22:00. The swimming pool is open daily from 07:00 to 23:00. Our fitness room is at your disposal 24 hours a day.

## **T Taxi**

Please contact our Guest Service Team (tel.: 1000).

## **Tennis**

Directly adjacent to the hotel you can find outside tennis courts. For reservations please contact our Guest Service Team (tel.: 1000).

## **Telephone**

Please dial "0" to get an outside line, than dial your number.

ABC:	Phonebook	
Speaker:	Loudspeaker	
I:	Message	
Phonenumbers:	Guest Service	1000
	Restaurant Viktualien	1400
	Restaurant Redox	1401
	Bar	1410
	Room Service	1405
	INFINITY SPA	1500

If you have any further questions about your telephone, please contact our Guest Service Team tel.: 1000.

## **Trade Fair Centre**

ICM the International Congress Centre Munich is located east of Munich city center.

MOC the Munich Order Centre is located north of Munich city center.

## **V Vanity kit**

Please contact our Guest Service Team (tel.: 1000).

## **W Wake-Up-Call**

To place a wakeup call, please contact our Guest Service Team tel.: 1000.

## **WiFi**

You can use our WiFi in your Room on your Laptop or Smartphone as a free service with the following credentials:

SSID: INFINITY Munich, Password: Connect!123

Once connected you are able to use this in the full Hotel.



We wish you a successful day and a pleasant stay at the INFINITY Munich

For further questions and remarks, please do not hesitate to contact our Guest Service Team under tel.: 1000.

Your Team of the INFINITY Munich

## Fire Protection in Hotels

### What to do in a case of a fire

#### Precaution measures after arrival



#### Get to know your room.

If smoke or fire is blocking the escape route in the corridors you may have to stay in your room. Many people only manage to survive a hotel fire because they keep calm and wait in their rooms – protected from smoke and fumes – until rescue comes.

#### Always keep your key at the same place.

(e.g.: on your bedside table or in the door lock) so that you can find it immediately. You will need it in order to get back to your room in case the escape routes are blocked.

#### Check the windows.

Can they be opened? How do the handles work? Which window would be the best escape route?

#### Look out of the window.

Perhaps your room is only a few meters above the ground and you could escape this way. Do not jump from higher levels – the risk of injury is too great. If your room is situated on a higher floor, check whether a roof or a porch is within a safe jumping distance.

#### Get to know the escape routes.

Study the hotel's emergency plan which can be found in the corridor and in your room: e.g. what is the emergency phone number? Is it noted on the telephone? Taking time for orientation can save lives!

#### Walk along the corridor and note where the emergency exits are.

Remember: Never use the elevator in case of fire! It could get stuck or take you to a floor already full of smoke and flames.

#### Check the emergency exits.

Can the doors be opened? Is the escape route clear?

#### Make a mental note of the details, e.g.: the number of doors between your room and the emergency exits.

If the corridor is dark and full of smoke you must know which way to go so that you can crawl along the wall to the emergency exits.

**Look for the nearest fire alarm.**

Find out how to use it. You have to be able to find it even in the dark and in thick smoke.

## **The most important rules of conduct in the case of a fire**

- Keep calm so that you can act sensibly.
  - Raise the alarm immediately if you discover a fire (by using a fire alarm or using the emergency number on your hotel phone).
  - Only try to extinguish the fire if you are quite sure that you can manage to do so without endangering yourself. If you are not sure then leave the danger area immediately.
  - Wake up other guests in nearby rooms before leaving the danger area.
  - Shut the doors to prevent smoke and flames from spreading.
  - If a fire breaks out in another part of the building you will be alerted by the alarm, shouting in the corridors, the telephone or the fire brigade's siren.
- **Remember: Never use the elevator in case of a fire!**

## **What to do in the case of a fire**

**Take your key and go to the door.**

If your room is filled with smoke get out of bed, put on your shoes, and crawl to the door (smoke and fumes rise). Breathe through a wet towel.

**Check the door with your hand.**

If the door or the handles feel hot, do not open it! If not, open the door slowly. Slam the door – if necessary – immediately again.

**Check the corridor.**

If there is no smoke or fire, go to the next emergency exit. If the corridor is filled with smoke then crawl! (Make sure you keep your room key with you.) Keep close to the wall so that you can count the number of doors to the emergency exits. If the emergency exits or the stairway is blocked, use another emergency exit.

**Go down to the ground floor.**

Use the handrail – this helps you to keep your bearings and ensures you are not knocked down by other hotel guests in panic. If the smoke becomes too thick do not try to continue. Turn back and make your way up towards the roof. When you reach the rooftop keep the door open to ventilate the stairway and to ensure you are not locked out while waiting for rescue.

**What to do if the door feels hot or the corridor is full of smoke?**

If your room is on the ground floor or first floor you should be able to jump out onto the ground without injuring yourself too seriously. If your room is on a higher level it is safer to stay where you are. It is quite possible to survive a fire unharmed by staying in your hotel room.

**Draw attention to yourself.**

If the telephone works, call for help. Hang a sheet out of the window in order to show the fire brigade where you are. Do not climb down using the sheet.

**Switch on the bathroom extractor fan. Fill the bath tub.**

The extractor fan can reduce the smoke. The water in the tub can be used to extinguish fire in the room. Do not lie in the bath tub.

**Wet towels and sheets.**

Seal the cracks around the door with wet towels and sheets to stop smoke from coming in. Use the waste paper bin or ice buckets to take water and splash the door and walls to keep them cool.

**Get some fresh air.**

If the smoke in your room increases, take a blanket or towel, hang it over your head like a tent, and open the window to get some fresh air. If the window cannot be opened smash it with a chair or a drawer if necessary. But remember: if heat and smoke are rising up towards the window, the window must be kept closed.