

Our service for you

Additional blankets

- If you require an additional blanket, please don't hesitate to speak to us. Our Reception staff will be happy to help. Subject to availability.

Anti-allergic bed linen

- On request, we will gladly provide you with anti-allergic (non-starched) bed linen. The pillow and blanket filling material is non-allergenic. Please contact Reception or our housekeepers.

ATM

- The closest ATM is located at the gas station at the train station "Pirschheide". Other ATMs are located in the city center.

Baggage service

- For a small fee, we will gladly carry your baggage up to your room. There are also a number of lockers in the lobby area. You can also use our baggage trolley. Please contact Reception.

Banquet

- Our events department is very happy to help you organise your event, whether large or small.

Barbecue

- For reasons of fire safety, barbecues on the rooftop terraces are not permitted. Should you wish to have a barbecue on the hotel premises, please allow our staff members to advise you.



Bars

- The “Blue Sky Bar & Lounge“ offers an inviting atmosphere, hearty snacks, creative drinks and exotic cocktails for a relaxing and enjoyable time. Sports fans can also watch their favourite events on DAZN.
Monday – Sunday: 12:00 – 01:00
- At the Zeppelin Open-Air Bar directly on the shore of the Templiner See, you can enjoy tasty drinks, colourful cocktails, small snacks, coffee and ice cream specialities in a pleasant atmosphere – during the warmer season (May to September).
From Mai 2024 (weather-permitting): Monday til Sunday from 12:00

Bathing slippers / bathing shoes

- Bathing slippers are available free of charge on request at reception. Please note that these are not suitable for the wet area. Bathing slippers for the pool area can be purchased at our Wellbeing Reception.

Bicycles

- The R1 cycle route and Potsdam’s historical city centre are inviting cycling options. You can hire bicycles from Reception for a fee.

Boat rental

- For a small fee, you can rent peddle boats from Reception, subject to availability. Our staff at Reception will be happy to help you.

Breakfast

- Enjoy a rich breakfast buffet daily from 6:30 to 10:00 in one of our themed restaurants. For the late risers, we enlarge our breakfast time to 10:30 at the weekends. Please note our (digital) signs. If you depart before 06:30, we can provide a lunchbox at Reception on request (please order at Reception by 22:00 the evening before). Awaken your senses with our Early Bird breakfast from 05:30 to 07:00 - fresh, delicious and full of energy. Come to our Blue Sky Bar from Monday to Friday and enjoy the perfect start to a successful day!



Caravan

- You are also very welcome here with your caravan. We have a total of 12 chargeable camper van pitches, which are located next to the hotel directly on Lake Templin.

Charging Stations

- Hotel guests can use one of our six charging stations to charge their electric vehicles. There is a parking fee per day and car, including use of the charging station.

Check-in

- Your room is available from 15:00. When checking in, you receive a coded key card that also provides access to the Wellbeing Area.

Check-out

- We ask our guests to leave their rooms by 11:00 on their departure day. If you wish to depart later in the day, please inform Reception. You can then remain in your room until 16:00 for an additional fee.

Children

- We provide a baby-bed for children up to 3 years for a one-off payment. An extra or side bed can also be provided for a fee. Children up to 6 years can stay free of charge in their parents' bed, including breakfast. We charge half price for breakfast for children aged 7 to 15. Children are charged full price from the age of 16 onwards.

Cigars

- Our comfortable Smokers Lounge directly by the hotel entrance, with a view of the forecourt, offers a large selection of cigars from our humidor. Our bar personnel is happy to advise you.

City tours

- The hop on hop off tour of Potsdam runs daily and directly from the Kongresshotel Potsdam. For tickets and further information please see brochures in the reception area.

Dining

- In our themed restaurants Lemon and Zeppelin, as well as at the Blue Sky Bar, you can enjoy the evening atmosphere and our culinary delights. See opening times in our entry on "Restaurants". Please also note our digital signs in the hotel.



Doctor

- General practitioner and sports doctor:
Group practice Dr. Thomas Hoffmann & Olaf Peter & Susanne Krebs
An der Pirschheide 28 in 14471 Potsdam
+49 (0)331 972188

Dressing gowns

- Our guests can purchase a laundry package consisting of a bathrobe and two sauna towels at the hotel reception at a price of EUR 10.00. Thank you for supporting our sustainability concept and for your understanding.

E-Bikes

- We would like to point out that charging batteries (e-bikes, pedelecs, etc.) is prohibited in the hotel rooms for safety reasons and in accordance with the VdS guidelines. Please use our signposted e-charging stations on the premises.

Electric appliances

- On request, we can provide our guests with an iron or an electric kettle. Please contact Reception. You will find a hairdryer in your bathroom.

Electricity supply

- 220 Volt/50 Hz alternating current

Emergency exits

- Please note the emergency exit route on your floor, which is displayed on the door of your room.

Events

- Our website at “News” shows which events are currently being held at our hotel. For further information on our events, see the digital signs or speak to our staff at Reception.

Excursions

- We have compiled a whole range of excursions and restaurant tips for you to enjoy in and around Potsdam. Just ask at Reception or visit our website.



Fire alarm

- The entire hotel is equipped with smoke alarms. Emergency exits are indicated by illuminated pictograms in accordance with international standards. Please note the emergency exit route indicated on the door of your room. Please use the stairs in the case of an emergency.

Fitness Area

- The new Fitness Area offers everything the sporting heart desires. Whether it is stamina, power or vitality training you are seeking – there is something for everyone. The 95 m² gym has various pieces of equipment for training.

Monday – Sunday: 00:00 – 24:00

Flowers

- Please ask our staff at Reception. We will be glad to help you.

History

- As you read this, you are on historical ground: 100 years ago, Count Zeppelin built airships here in the largest airship hangar. A small exhibition invites you to discover more. It is situated at the entrance to the seminar area.

Internet

- Whether on your smartphone, tablet or laptop – we provide free access to the hotel's own WiFi network. The bandwidth of basic access is limited and can be expanded by buying a "Komfort" or "Deluxe" ticket. Please ask at Reception for further information.

Laundry service

- On request, we can arrange to have your laundry cleaned. If you hand your laundry to Reception in the appropriate laundry bags by 9:00, we will usually return them cleaned by the following day. Please note that there is no laundry service on public holidays and at weekends.

Lockers

- For all guests who stay in the hotel until after 11:00 on their day of departure, we offer a limited number of lockers free of charge in the Reception area. We recommend that you keep your valuables in the hotel safe.



Lost & found

- If you have lost anything or left something in your room, don't worry. We have a collection point for all lost items at Reception.

Maps of the city

- Detailed city maps and public transport plans are available at Reception.

Massage

- Our professional personnel can provide relaxing massages and beneficial beauty treatments in our treatment rooms. Three single rooms and one double room are available. They are equipped with a WaveMOTION bed and other comfortable treatment recliners.

Minibar

- For reasons of sustainability, most of our rooms do not have a minibar. If required, you can order a refrigerator from the hotel's technical services. Subject to availability.

Newspapers

- You can buy selected national newspapers at Reception.

Outdoor swimming

- The nearest public bathing facility is the "Strandbad Templin". It is situated on the opposite side of the lake. It is easy to use our (peddle) boats to reach the beach from the water. Alternatively, you can use the water taxi.

Parking

- Please validate your parking ticket at Reception. Free parking spaces are available at the adjacent "Bahnhof Pirschheide" public transport stop.

PC

- You can use our PC (in House D) free of charge. Printing and copying services are charged. Please ask at Reception.



Pets (only Dogs allowed)

- Your four-legged friend is welcome here for a fee. Out of consideration for other guests and for reasons of hygiene, we ask for your understanding that dogs are not permitted in the indoor restaurants and bars. We put a small consolation in the food bowl. However, you are welcome to bring your dog to the outdoor terraces and the open-air bar. Dogs must also be kept on a lead throughout the hotel.

Pharmacy

- The nearest pharmacy is approx. 3 km away from the hotel, towards the centre of Potsdam: Zeppelin-Apotheke, Zeppelinstrasse 132, 14471 Potsdam

Pillows

- We offer the special service of a choice of different pillows. Please see our overview in your room. Please contact Reception if you would like a different cushion. Subject to availability.

Pool

- Our indoor pool allows you to enjoy sport and relaxation all year round. With a water temperature of 30° and a depth of 1.35 m, it ensures a pleasant swimming and recreation experience, embedded in the comfortable flair of our Wellbeing Area. Massage jets invite you to relax. Opening hours

Post

- On request, we will gladly deliver your mail to your room. You can also collect your private post from your pigeon hole at Reception. You can also send letters from Reception. Please affix a stamp on the envelope.

Public transport

- Our reception staff will be happy to provide you with detailed information about the location and possible public transport connections. Tickets can be purchased either at reception or on the streetcars and buses. We will be happy to help you find the right ticket for your destination. Our stop "Bahnhof Pirschheide" is only a few minutes' walk away (hotel forecourt in the direction of the LBS building). A journey from BER airport to Pirschheide station takes around 23 minutes on regional train 22.



Quiet rooms

- After a sauna or a swimming session, we offer the chance to rest in our Relaxing Area on two levels. Recover on a floating bed on the “Silent Deck”, which is designed as a ship’s deck, or enjoy the artificial fireplace.

Restaurants

- Our à-la-carte restaurant Lemon with its garden patio will pamper your palate with a variety of seasonal and regional cuisine.
Monday – Sunday: 17:30 – 22:00
- The themed restaurant Zeppelin, with its historically inspired airship lighting, its creative room arrangement and the large outdoor patio, is generally used for breakfast. If private functions are being held there, meals are served in the Lemon restaurant. Please see our digital signs.

Room Service

- Sit back and use our [room service](#) for food daily between 06:00 and 22:00.
- For these service we charge € 8.50 per order. Additionally, Reception services for beverage orders are available 24 hours a day.

Safe

- Reception will gladly store your valuables in the hotel safe. Some room categories have their own safe.

Sauna

- A sauna session in a steam bath is mild and has a soothing effect. With its high humidity and relatively low temperature, it is especially suitable for sensitive people and is kind to your skin. In our bio-sauna, you experience several stages of perspiring and cooling. The effects are beneficial to your skin and enhance your health. You can also relax in the ancient tradition of a Finnish sauna and enjoy our Wellbeing showers after the session.

Monday – Friday: 14:00 – 22:00

Saturday – Sunday: 10:00 – 22:00

Shoe-cleaning machine

- You will find a shoe-cleaning machine in the lobby area.



Smoking

- The comfortable Smokers Lounge is situated directly opposite our Blue Sky Bar & Lounge. It offers a wide range of cigars and tobacco products for you to enjoy. A cigarette machine is situated in the lobby. Smoking is not permitted in the rooms.

Souvenirs

- You can buy small souvenirs from Potsdam or the hotel at the reception – a perfect souvenir for you or small present for your loved ones at home.

Stamps

- You can buy stamps and postcards at Reception.

Swimwear

- Have you forgotten your swimming trunks or swimming costume? You are welcome to buy these utensils at our Wellbeing Reception.

Taxi

- We will be happy to organise a charged taxi transfer to the railway station or airport. Please inform us of your desired collection times 48 hours before your arrival or departure.

Telephone

- You will find the telephone in your room on the desk. You can reach our Wellbeing Area on speed dial 3, our room service on number 6 and the reception desk on speed dial 9 for an emergency call or general questions. For calls outside the hotel, please dial 0. These calls are chargeable and will be charged directly to your hotel room bill. You can also find further functions in our operating instructions.

Tour of the city

- You can start your daily Potsdam hop-on, hop-off tour here at the Kongresshotel Potsdam. Tickets are available from the bus driver. For further information, please see the brochures at Reception.



Towels

- We hope you understand that for environmental reasons, your towels will only be replaced when you indicate to us that you wish to have new ones.
Towels on the rail: “I will continue using this towel.”
Towels on the floor: “Please replace.”

Umbrellas

- No need to get caught in the rain! To ensure that your excursion to the city remains a success despite the weather, you are welcome to borrow umbrellas from Reception.

Wake-up call

- We will gladly call you at the requested time to wake you up. Please inform the staff at Reception shortly before.

Wellbeing Area

- Would you like to have a relaxing massage or give your body and soul a lift with a beauty treatment? Do you wish to swim in the indoor pool or let go of your everyday life with a sauna session? You can do all that and much more in our Wellbeing Area. Our professional, trained personnel is there for you and will ensure the right, agreeable atmosphere. Enjoy a unique experience in our hotel.

Wi-Fi

- See “Internet” for information on our WiFi.

