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.

Additional change of bed linen

- As part of our sustainable hotel concept, we don't change your linens every day. But if you'd like us to change them, just put the card we provide on your bed so we can see it. Our housekeeping team will be happy to take care of it.

Anti-allergic beds

- Our pillows and duvets are filled with synthetic fibres.

  If you have special requirements or restrictions due to allergies, please contact us.

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 organize 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.

  From Mai till September; weather-permitting:

  Wednesday and Thursday from 14:00; Friday till 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.

Bathrobes

- 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. From the Premium double room upwards, we provide you with a laundry package. Thank you for supporting our sustainability concept and for your understanding.

Bathroom stool

- For additional comfort, we are happy to provide you with a bathroom stool. Please simply contact our reception team. We will bring the stool to your room as quickly as possible.

Bicycles

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

Breakfast

- Enjoy a rich breakfast buffet daily from 6:30 to 10:00 in one of our themed restaurants. Allergy-friendly products are also available. For late risers, we offer a breakfast buffet on Saturdays until 10:30 and on Sundays and public holidays until 12:00 noon. 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).

Charging Stations

- As a hotel guest or day visitor, you have the option of charging your electric vehicle at one of our six charging stations located opposite the main entrance. Please note that the use of the charging stations is subject to a fee. Parking fees for the underground car park apply separately, regardless of whether you use the charging stations. Each charging station has a maximum charging capacity of 22 kW, providing up to 11 kW per charging point. Before starting the charging process, please contact our reception desk so that the charging station can be activated for you. Information about the current charging rates and payment procedures is also available at reception.

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 and the bicycle cellar.

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.

Children's playroom

- Our younger guests can play and explore in the children's playroom. It is open daily from 9 a.m. to 9 p.m. and must be used under parental supervision. Access is granted using the room card provided at check-in. A Nintendo Switch, various games and books provide entertainment for different age groups.

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 at the reception.

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

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 detectors. The escape routes are marked with illuminated pictograms in accordance with international standards. Please memorise the escape route sign on your room door and use the stairs in an emergency. The smoke detectors are part of our safety concept and must not be covered or turned out under any circumstances. Failure to do so will be penalised.

Fitness Area

- The 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

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 be buying a "Comfort" or "Deluxe" ticket. Please ask at Reception for further information.

Laundromat

- Our laundromat is located in living area E on the 2nd floor. There are three washing machines, three dryers and an iron available, ideal for longer stays or after sporting activities.
- Use is convenient via the QR code: scan the machine, book and pay directly. If the machine is occupied, you will automatically receive a notification as soon as it becomes available again. If you have any questions or technical problems, you can contact the provider WeWash directly. Laundry baskets can be borrowed from reception if required.

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, it will be cleaned and returned to you in a few days. Please note that cleaning is not possible on Wednesdays, public holidays and 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. A handling fee and postage will be charged for dispatch.

Luggage scale

- Should you require a luggage scale, we will be happy to provide one for you at the reception desk. Simply ask our reception team.

Maps of the city

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

Massage

- Our professional personnel can provide relaxing massages in our treatment rooms. Three single rooms and one double room are available. Our treatment offer can be booked on request.

Minibar

- For reasons of sustainability, most of our rooms do not have a minibar. You are welcome to book one of our room categories equipped with a fridge or minibar.

Newspapers

- You will find a selection of regional newspapers free of charge in our lobby.

Outdoor swimming

- The nearest public bathing facility is the “Strandbad Templin”. It is situated on the opposite side of the lake.

Outlet adapter / charging cable

- Do you need an adapter or have you forgotten your charging cable? We have various models available for you at reception. We are happy to help.

Parking

- Parking in the underground car park is possible for a fee. Please have your car park ticket validated at reception.
- You will find free parking spaces near the hotel on the access road, subject to availability.

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 restaurants and bars indoors or in the spa. 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. Assistance dogs and guide dogs are exempt from this rule, subject to prior notification.

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 at Reception. You can also send letters from Reception. Please affix a stamp on the envelope. Postcards and stamps are also available at reception.

Private Spa Room

- The lake view sauna offers you a sauna unit in a sheltered and relaxed atmosphere with a direct view of Lake Templin. The modern equipped room has a sauna and a relaxation area. A massage can also be booked subject to availability.
- Prior booking is required.

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 office 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. Relax on the waterbeds on our 'relaxation deck' built like a boat deck, or enjoy the relaxation room with reading area right next to the saunas.

Restaurants

- Our à-la-carte restaurant Lemon with its garden patio will pamper your palate with a variety of seasonal and regional cuisine.
  Monday – Saturday: 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 this 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.

Sanitary products

- Forgot something? No worries! Our front desk can provide you with a selection of toiletries upon request. Don't hesitate to ask anytime.

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

Self-check-in / check-out service

- To give you maximum flexibility and ensure a smooth stay, we offer a self-check-in and check-out service. You can easily check in and out yourself at our modern check-in terminal in the hotel lobby. The intuitive screen guides you step by step through the process, and your room card can also be validated or deactivated directly on site.

Sewing kit

- You will find a small sewing kit in your utility box in your bathroom sink area, along with nail files, a shower cap, and cotton pads. If you need anything else, please speak to our reception team.

Shoe-cleaning machine

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

Shuttle service

- For your convenience and mobility on site, we offer a hotel shuttle service. Whether you want to visit the nearest event location, tourist attractions, or other destinations, we will take you there comfortably and reliably. Please contact the concierge desk or reception if you require a shuttle.

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.

Swimwear

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

Taxi

- We will be happy to call you a taxi. Simply call us on 9 or speak to our reception staff in person.

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 your city tour is a success despite the weather, you can borrow an umbrella from one of our umbrella stands for a fee.

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? 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.