HOTELLI
RAKUUNA

Welcome to Lappeenranta!

Accommodation: Apartment building “Rakuunalinna”

Accommodation address: Väinö Valveen Katu 1, 53900 Lappeenranta.

Arrival and departure:

The apartment is available for you at 3 pm on the day of arrival and must be vacated by 12 pm on the day of departure. If necessary, you can ask about the possibility of late check-out at the Hotel Rakuuna reception.

Keys: The apartment key is **collected from the Hotel Rakuuna reception**. Customers have the opportunity to receive 2 keys to the apartment upon request. The person booking the room is responsible for the keys and guests must return the room keys to the reception when leaving. We will charge for lost keys according to the actual costs.

Door opening: We charge a fee of €20 for opening the apartment door, payment by cash/card. Door opening requests can be made at the Hotel Rakuuna reception 24/7. Be prepared to prove your identity.

Cleaning and bedding:

- The apartment rent includes towels and bed linen.
- We deliver new bed linen sets to the apartments once a week, on Fridays between 12-16, and we take away the old dirty ones.
- The cleaner also cleans the apartment floor, wipes the table tops, and takes away the trash.
- The resident is responsible for washing the dishes and other general cleanliness of the apartment.

Wifi: Check the instructions in the room

Breakfast: Breakfast is available for 10€/person at Hotel Rakuuna. Breakfast is paid directly at the hotel reception. Breakfast is available on weekdays from 7–10.30, on weekends from 8–11.00. If necessary, you can ask the reception for an earlier breakfast or a breakfast bag.

Sauna:

Residents can use the sauna during Hotel Rakuuna's public sauna hours. Ask at the reception for weekly sauna hours. Bring your own towel.

Parking: Spaces 6, 7, and 8 are reserved for apartment residents. A truck or other larger vehicle can be parked in the square in front of the building. We are not responsible for damage to or loss of vehicles or property in the parking area.

Smoking: Smoking and burning candles in rooms and other interior spaces of the building are strictly prohibited and may cause an automatic fire alarm. The prohibition also applies to electronic cigarettes. The person who caused the alarm by smoking is responsible for all alarm, maintenance, and cleaning costs caused by smoking.

Lost and found: The hotel is not responsible for items left in the apartment. We store lost and found items for 4 weeks.

Notes: All comments regarding the room equipment and the condition of the rooms must be addressed to the reception immediately upon their appearance.

Rules of order:

In the apartments, we follow good manners and rules of order. **Bringing pets into the apartment is prohibited.** As a resident, you are responsible for any damage caused intentionally or through negligence by you or your guests to the room or other premises of the building, the furniture or equipment there, as well as to other customers of the building or their property. Liability for damage is determined according to the general principles of compensation for damages. Persons staying in the apartment may not allow outsiders into the premises of the building or disturb other residents with their behavior. If persons staying in the apartment behave in a disruptive manner, they may be removed. **We charge an alarm fee of €80 for alarm calls caused by a resident.**

Contact information:

Hotelli Rakuuna

info@rakuunahotelli.fi
www.rakuunahotelli.fi

Mannerheiminkatu 8, 53900 Lappeenranta
Puh. **+358 10 340 2041**

Hotel reception is open 24/7

(In urgent cases, there is also an emergency number +358 50-5581796)

Apartment amenities and equipment

- Air conditioning
- bed linen + towels, we deliver new clean ones once a week
- Fire blanket
- First aid kit

Kitchen equipment and supplies

- Fridge-freezer
- Coffee maker + electric kettle
- Stove
- Oven + baking paper (starter)
- Dishwasher + detergent (starter)
- Hand dishwashing detergent + washing brush + dishcloths (starter)
- Microwave
- Garbage bags (starter)
- Bio waste bags (starter)
- Large plates, deep plates, bread plates, coffee cups, water glasses, juice glasses * 6pcs
- Cutlery: forks, knives, tablespoons, small spoons *6pcs
- Bottle opener, can opener, scissors
- 2 different sized kettles, frying pan
- strainer
- Bowl
- Bread knife *1, kitchen utility knife *4
- Cooking utensils, scoop, spatula *2, whisk

Bathroom

- Hand soap (starter)
- floor Squeegee
- Toilet paper (starter)

Cleaning

- Dust pan and brush
- Washing machine, laundry detergent (starter)
- Clothes drying rack