



**BESOTEL®**

Ferienwohnungen und  
Apartments ★★★★★

## Help yourself - a brief BESOTEL\*\*\*\* guide

It can always happen that you have a small problem with the flat you have booked. In this case, we will give you a few tips below on how to solve common questions. If your problem is not listed below or cannot be solved with our tips, you can contact us directly by email at [info@besotel.de](mailto:info@besotel.de). You can find our telephone contact details at the end of this guide.

### **I have a question about the guest app.**

Please contact us in good time before your arrival- at least 1 day in advance- by e-mail ([info@besotel.de](mailto:info@besotel.de)). Then we can clarify your question.

### **How do I get access to my guest app?**

You have received access to your personal guest app with our booking confirmation by e-mail. The link is also included in our email shortly before your arrival.

### **I can't find my BESOTEL\*\*\*\***

Enter our address in your car sat nav or mobile phone app:

#### **BESOTEL\*\*\*\* Erkrath**

Schimmelbuschstraße 31, Erkrath

#### **BESOTEL\*\*\*\* Mettmann**

Elberfelder Straße 180, Mettmann

### **I didn't get a key for the house/flat door.**

#### **BESOTEL\*\*\*\* Erkrath**

You will find your key in the key safe to the left of the front door.

#### **BESOTEL\*\*\*\* Mettmann**

You can gain access via the Nuki app or the keypad right next to the door. You will receive the code by email before you arrive. A normal key is left in your flat for emergencies.

### **I can't open the front door/apartment door with the Nuki app.**

For security: There is a normal key in every flat. It's best to always have this key with you. This gives you an „emergency option“ if you can't get in using the code.

### **The coffee machine does not react when I switch it on.**

Please check whether the mains plug is plugged into the socket; if necessary, plug it in and switch the coffee machine switch on again.



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### **The descaling symbol “Entkalken” lights up on the coffee machine display**

Please inform us via e-mail [info@besotel.de](mailto:info@besotel.de). We will take care of it as soon as possible.

### **There are no indicators on the coffee machine display, even though it is switched on.**

Please wait a moment: After switching on, the coffee machine must first heat up. The display then shows its information.

### **I can't preset the heating to the temperature I want.**

The heating can be adjusted to a limited extent via the remote control. If you want to adjust it outside the range, please send us your wishes in good time before arrival by e-mail to [info@besotel.de](mailto:info@besotel.de).

### **I can't log on to the Internet.**

Your flat is equipped with a secure hotspot for your Wi-Fi access.

**The name is: Mein Hotspot BESOTEL** You will find your personal access code in your guest app and the printed small house rules in your flat.

### **The Nuki Door indicates that the battery is empty.**

Please do not throw away empty batteries, but place them on the worktop in the kitchen. Spare batteries (AA, 4 pieces) can be found in the kitchen area of your home.

### **Something has broken. What should I do?**

Please contact us as soon as possible by email ([info@besotel.de](mailto:info@besotel.de)) and inform us of the damage. We will provide a replacement as quickly as possible and only charge our own costs.

### **Where can I smoke?**

Please never smoke in your flat or in the building.

There are ashtrays in various places in the outdoor area. You can smoke there.

### **I can't find any towels.**

You will find your towels freshly laundered on your bed.

### **The language in the Smart TV is not correct.**

Normally, the language in your Smart TV is set to German. If this is not the case or you want to use a different language, you can change it via the remote control, main menu.

### **Are you missing something? Do you need help?**

**You can reach us by telephone on +49 2104 80 97 800 during our office hours:**

**Mon - Fri 9am to 7pm, Sat 10am to 4pm**

**WE WISH YOU A RELAXING STAY!**

**YOUR BESOTEL® TEAM**