



Help yourself - a guide for our guests

It can always happen that you have a question about the flat you have booked. In this case, we will give you a few tips on how to solve common questions. If your question is not listed or is not answered by our tips, you can contact us directly by email at info@besotel.de or call us on +49 2104 80 97 800.

Where can I find information?

You can find information about accommodation in Mettmann or Erkrath via the [downloads link](#) at the bottom of our website.

I can't find BESOTEL** in my sat nav.**

Here is the link to [BESOTEL Erkrath](#) - Schimmelbuschstraße 31, 40699 Erkrath

Here is the link to [BESOTEL Mettmann](#) - Elberfelder Straße 180, 40822 Mettmann

When and where do I get my keys?

You will receive an email with a link to check in three days before arrival. After successful check-in you will receive the Nuki codes or the numbers for the key safes, which are always to the left of the front door.

I can't open the front door/apartment door with the Nuki code.

For security reasons: 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 have switched it on.

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

The descaling symbol lights up on the coffee machine display.

Please inform us via e-mail info@besotel.de. We will take care of it as quickly as possible.

There is nothing 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. Then the display will show its information.



I cannot preset the heating to the temperature I would like.

The heating can only be adjusted to a limited extent via the remote control. If you want to adjust it outside the specified range, please send us your wishes by email to info@besotel.de in good time before your arrival.

I can't log on to the internet.

Your flat is equipped with secure access via WLAN. You do not need a password.

The Nuki door indicates that the battery is empty.

Please send us an email. Attention. The door cannot be opened from the outside without a key when the batteries are empty.

Something has broken. What should I do?

Please contact us as soon as possible by e-mail (info@besotel.de) and tell us about 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 the flat or in the building. There are ashtrays in various places outside. You can smoke there. Please do not throw the butts on the ground.

I can't find any towels.

You will find your freshly laundered towels on your bed.

The language in the Smart TV is not correct.

Normally, the language on your Smart TV is set to German. If this is not the case or if 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 phone on +49 2104 80 97 800 during our office hours or by email.

WE WISH YOU A RELAXING STAY!

THE BESOTEL® TEAM