

INTRO

Information - English

Welcome to First Hotel Dragonen and Umeå!

We are happy to have you as a guest here at our hotel and wish you a pleasant stay!

First Hotel Dragonen offers 93 comfortable and modern designed rooms with wide flexibility from single rooms to 6-bed rooms. As a guest you have free access to our sauna on on floor S (except for when it is booked) and we offer tickets to the car park located in the same building as the hotel.

We recommend you to visit our restaurant, Harriets, where we serve a classic and tasteful menu, inspired by the Swedish kitchen. Please contact the front desk if you would like to book a table or have any other inquiries. As a hotel guest you get a 10% discount on food and non-alcoholic beverages.

Please enjoy complimentary coffee, tea and fruit in the lobby.

We wish you a pleasant stay and trust if you should need any assistance, please do not hesitate to let us know.

Linus and Erica Lagerqvist

GM/Owners

Address

First Hotel Dragonen

Västra Norrlandsgatan 5

903 27 Umeå – Sweden

090-12 58 00

dragonen@firsthotels.se

www.firsthotels.se/dragonen

A

AMENITIES

Tooth brush, shaving kit, shoe shine and ear plugs are for sale at the front desk.

B

BREAKFAST BUFFET

You can reach it via the stairwells between the 1st and the 2nd floor. Breakfast is served Monday-Friday 05.30-09.00, Saturday-Sunday, weekdays and summer 07.00-10.30

C

CAR RENTAL

We recommend Hertz Car Rental in Umeå, 090-17 71 40 or Avis Car Rental in Umeå, 090-13 11 11. The front desk is happy to help you with your car rental.

CHANNEL LIST - NOT AVAILABLE IN OUR ROOMS WITH SMART-TV

1. SVT1
2. SVT2
3. Kanal 9
4. TV4
5. Kanal 5
6. TV6
7. Sky News
8. Sjuan

- 9. Barnkanalen/SVT24
- 10. Kunskapskanalen
- 11. TV4 Komedi
- 12. TV12

CHECKOUT

The checkout time is 12.00 am. For late check out, contact the front desk.

COMMUNICATIONS

Local buses go to and from Vasaplan. For the airport choose bus number 80 from Vasaplan, it takes about 15 minutes to Umeå Airport. Taxi and flight taxi must be pre booked and will pick you up right outside the hotel. A travel center is located 250 m from the hotel. The front desk is happy to help you with time tables and other information.

CONFERENCES

We have 4 conference rooms and some smaller group rooms. Please contact the front desk for more information.

E

EMERGENCY

Call the front desk by dialing 9, or call 112 if it is an emergency.

F

FIRE SAFETY

Please see the information about Safety.

FRONT DESK

Dial 9 to contact the front desk. For rooms without landline, please call +46 9 12 58 00

G

GUEST COMPUTER

A guest computer is available in the lobby, email your documents to the front desk computer; reception.dragonen@firsthotels.se, for help with print outs.

GYM

Through a collaboration with Legendary Gym, we offer you as a hotel guests the opportunity to work out in a 1500 sqm gym. Contact the front desk for availability.

H

HOTEL SERVICE

Dial 9 to contact the front desk or call directly at +46 9 12 58 00. The front desk is happy to recommend restaurants among other things while staying at the hotel.

HOTEL SHOP

Candy, snacks, newspapers and beverages are for sale at the front desk.

HOUSEKEEPING

Housekeeping is available daytime 09-15. If you put up your "Please go ahead" sign before 2 pm we will clean your room

I

INTERNET

All our rooms have free Wi-Fi. The name of the network is Dragonen and the code is 090125800.

IRONING

An iron and ironing board can be borrowed in the corridor next to room 130.

K

KEY CARD

Bring your key card when you leave the room and the hotel. The hotel door is locked automatically when closing it. During the night the hotel doors are closed, use your entrance code, on your key card holder, to enter the hotel. Leave your key card at the front desk when checking out.

L

LAUNDRY SERVICE

Contact the front desk for information about laundry service and prices. The front desk can also help arrange dry cleaning. Leave your laundry before 9 am to collect it at 7 pm.

LOST AND FOUND

Found items are stored 3 months and can be forwarded to the guest upon request.

LUGGAGE ROOM

The luggage room is located in the lobby.

M

MAPS

Maps of Umeå are located in the lobby.

MEDICAL SERVICES

Please contact the front desk who will assist you.

P

PARKING

Tickets to the car park, situated in the same building as the hotel, and to our garage spaces are sold at the front desk.

PHARMACY

Located within walking distance and open daily. Contact the front desk for aspirins.

R

RESTAURANT

Our restaurant Harriets serves a classic and tasteful menu, inspired by local ingredients. Please contact the front desk if you would like to make a reservation or have any other inquiries. As a hotel guest you get 10% discount on food and non-alcoholic beverages. The offer is not available for lunches.

S

SAFETY

We are taking every precaution to make your stay feel as safe as possible here at First Hotel Dragonen. Please read through the following instructions for your own safety!

Fire protection

The evacuation plan in your room gives your location and shows you how to find your way out quickly in case of an emergency. Find out where the nearest emergency exit is located, and also study the routes to alternative exits. Make sure you know the location of the nearest alarm buttons, fire hoses and fire extinguishers. These are located on each floor.

If the alarm sounds

Bring your key card with you and proceed to the nearest emergency exit. Exit via the staircases – never use the elevators! On leaving the building, please assemble opposite the hotel. Please stay in your room with your door closed if the hotel corridor is filled with smoke. Notify the reception/front desk if you are still in your room.

Theft protection

If you lose your key card – contact the reception/front desk immediately. You will get a new key card and the old one will be cancelled.

SAUNA AND RELAX

Located on floor S.

Separate dressing rooms for women and men and shared sauna.

Please contact the front desk for availability.

SHOE SHINE/SEWING SERVICE

Shoe shine kits are for sale at the front desk. The front desk is happy to help the guests with simpler sewing service and shoe shine service.

SMOKING

First Hotel Dragonen is a non-smoking hotel. If smoking is detected in the room an amount of 2000 SEK will be charged, plus any extra administrative additional costs..

T

TELEPHONE - AVAILABLE IN ALL ROOMS EXCEPT OUR MODERATE ROOMS

Dial 9 to reach the front desk. Dial the current room number to call another room. Dial 0 before the current phone number to call outside the hotel. Contact the front desk for information about additional costs.

TV

Please see the channel list for information about current channels. Use the button text TV to be informed about current TV programs.

Not available in our rooms with Smart-tv.

V

VALUABLES

Valuables can be stored at the front desk. The hotel are not responsible for items left in the hotel room.

W

WAKEUP CALL

To verify WAKE-UP times

1. Lift handset
2. Dial *55*
3. Press wake-up time: HH:MM
4. Replace handset

To cancel WAKE-UP time

1. Lift handset
2. Dial *55*
3. Press # key
4. Replace handset

The hotel is not responsible for any input errors.

WATER

The water is drinkable and glasses are available on the shelf in the bathroom.