



**Sure Hotel.**  
by BEST WESTERN

## GUEST INFORMATION

### **Welcome to us at Hotel Focus!**

It's great that you chose to stay with us. We are located right in the city center with the city's best restaurants, nightclubs and shops right outside the hotel. All our rooms are non-smoking and we offer free Wi-Fi and a breakfast buffet to our guests. We will do everything to make you feel comfortable with us. If you have any questions or requests, do not hesitate to contact us at any time.

### **Best Western Rewards – The Loyalty Card**

Earn points on every stay at Best Westerns Hotels & Resorts, it's completely free of charge, ask at the reception. Rewards is a unique loyalty program, where points never expire, and we always match your level on other chains, if you choose to switch to us. On [Bestwestern.se](http://Bestwestern.se) you can also see what you can do with your earned points.

### **Hotell Focus och Best Western Feedback**

We would love to know how you experienced your stay with us. Feel free to leave your feedback on google and [www.tripadvisor.se](http://www.tripadvisor.se)

### **Parking / Garage**

You can park at the top of the hotel, where there are a limited number of free spaces. The places are not bookable. A parking ticket will be issued upon check-in. If you want to park in our heated garage, there is a cost of SEK 150/day. There we also have charging facilities for electric cars. Electric cars that can charge in the garage are Tesla, BYD, and newer electric cars. Guests who cannot find a place, park along the street outside the hotel. Free between 18.00 and 09.00.

### **Breakfast To Go**

If you need to check out before breakfast opens, you can bring a breakfast bag. Order it via the reception no later than 20:00 the night before.

### **Express Check Out**

We offer prepayment of your room to make your check-out process faster and smoother for you. You will receive the receipt at check-in. Express check-out, is a black mailbox at the entrance where you leave the key.

A borrowed computer is available in the Lobby, at the Info Point.

**Hotell Focus – Best Western**

Lasarettsgatan 9 | 891 39 Örnsköldsvik | Tel. +46 660 821 00 | Mail [info@hotellfocus.se](mailto:info@hotellfocus.se)  
[bestwestern.se](http://bestwestern.se)



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## **Credit card**

We accept all major credit cards such as Visa, Mastercard and American Express.

## **Relax**

We have an appreciated Relax with Jacuzzi on the 1st floor. To book it privately, please let us know at the Reception.

## **Trunk**

Available on the ground floor and available on the day after check-out. If you want help with your luggage, contact the reception between 07–22.

## **Fire alarm**

The assembly point in the event of a fire alarm is the car park, just outside the hotel.

## **Gym**

We have two gyms close to the hotel, OneLife 100 m, and Nordic Wellness 250 m.

## **Breakfast**

Buffet breakfast is included in the room rate and is served in the Lobby between the following hours:

06.30 – 09.30 Monday-Friday

07.30 – 10.30 Saturday and Sunday

The breakfast has limited seating, therefore you sign up at the time you want to eat. It is also possible to eat on the Terrace on the 2nd floor, or the Lounge on the 1st floor.

Allergies and any special diets must be notified upon arrival. You have to ask the staff for this at breakfast, as we don't have all this stuff laid out.

## **Sweets and drinks**

A small assortment of sweets and drinks is available for purchase in the vending machine on the ground floor.

**A refrigerator is located on the 2nd floor**, if you need to store refrigerated goods.

## **Internet och data**

The hotel offers free wireless connection from the hotel rooms.

Log in to the network: focus, password: focus6435.

Support, please contact the reception. We have an Ipad in the reception for lending, if you want to borrow it for the room, you leave an ID card as a deposit.



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**Cromecast** is available in all rooms

## Reception

We are staffed:

Monday – Friday 05 – 22, Saturday 06 – 22, Sunday / public holiday 06 – 22

## Coffee / Tea water

Coffee, coffee, and fruit are served to all guests in the Lobby. until 10 pm.  
tea maker, coffee, and tea are available in the room.

## Menu / Food / Drinks

We serve small dishes, charcuterie trays etc. and have full rights.  
Contact the reception for tips on restaurants.

## Room equipment

We hope you will enjoy your stay at our hotel, therefore we ask you to contact the reception if you want extra towels, pillow or duvet, fan, face cloth/washcloth and extension cord.

Hairdryers are available inside the toilets.

## Lounge

Located on the 1st floor, where there is also a fridge and freezer, microwave, toys and games for families with children, as well as sofas and TV that you can stream to. There are also loan books for our guests.

## Non-smoking hotel

All rooms and public areas are non-smoking. Smoking in the hotel rooms will incur a charge of SEK 2,500, it is a clean-up cost. The smoking fee will be charged to the person responsible for the reservation.

## Health care

In the event of an accident or if you need medical care, contact the reception between 07–22 and call 112. For medical advice, please call 1177.

Emergency number for the hotel, available at the reception.

## Ironing

Ironing board and iron are located on the 2nd floor, at the bottom of the corridor.



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## Cleaning

IN-house cleaning, every day, if it is not desired hang out the DO NOT DISTURB sign. Change of bed linen according to schedule, and based on the number of nights booked.

If you need something for the room, extra blanket, pillow, call 0660-82100 or come down to Reception and we will arrange most of it. Pets in the rooms are not allowed, fee if necessary. There are pet rooms, please let us know when you book.

## Safety

In case of emergency, call 112, alternatively contact the reception. An evacuation plan is located on the guest room door. Saftybox is available at the reception.

## Newspapers, faxes and photocopying

The reception takes care of copying.

## Alarm

Wake-up service between 07 – 22.

## TV and Radio

SVT1	SVT2
TV3	TV4
Channel 5	TV6
Seventh	TV8
Kanal 9	TV10
The Knowledge Channel	Fox Channel
Barnkanalen	News
Golf	Sveriges Radio 1
Sveriges Radio 3	Swedish Radio 4

There are two controls for the TV, the big one turns on the TV and it takes a few seconds. With the small box you change channels and the sound.

## Check out

The room is at your disposal until 11.00 on the day of departure.

## Water

The tap water is drinkable. Mineral water is available for purchase at the vending machine on the 1st floor.



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**The environment is important to us**

We are environmentally certified according to GREEN KEY.

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