

## *Klosterherberge Solothurn – Information sheet on check-in* *...from the booking to the room*

### *Booking*

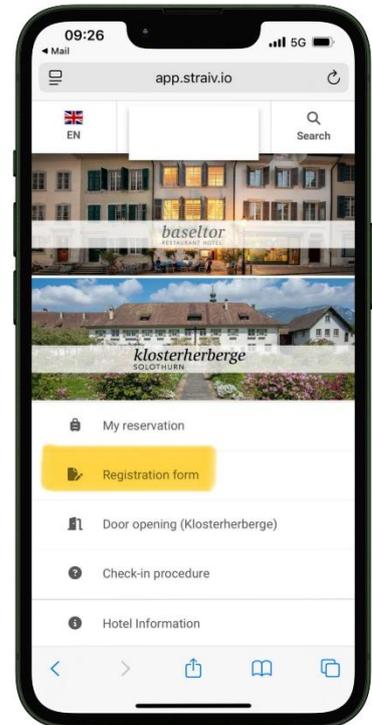
You book your stay at the [Klosterherberge](#) online and receive an automated booking confirmation by email.

### *Preparation for check-in*

Three days before your arrival, you will receive an email with information about the Klosterherberge and access to the web app (communication platform 'Straiv'), which you will need throughout your stay.

We recommend that you complete the registration form via the web app before you arrive at the Klosterherberge, as you will only be granted access to the building once the registration form has been completed in full and the room bill has been paid digitally. You can also make payment in advance simply and securely via the web app. This preparation enables you to check in easily and conveniently when you arrive at the Klosterherberge.

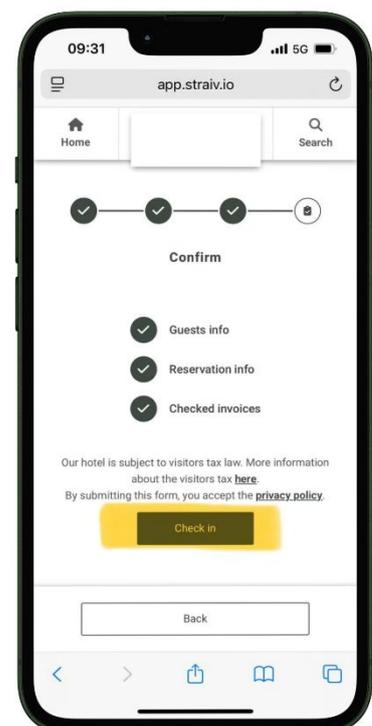
If you are asked to enter your reservation number and name on the web app, you will also find this information in the pre-arrival e-mail. It is important that you use the same spelling for the name as listed in the e-mail.



### *Check-in*

On the day of arrival, you can check in digitally via the web app from 3 pm.

If you arrive at the Klosterherberge before 3 pm, please give us a quick call. If your room is already ready, we will be happy to allow you to check in earlier. You can reach the responsible team at Baseltor from 6am to 10pm on +41 32 622 34 22 and outside these hours or in an emergency on +41 32 624 40 19.



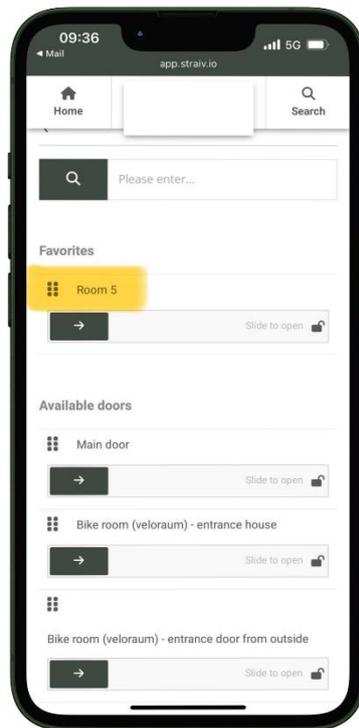
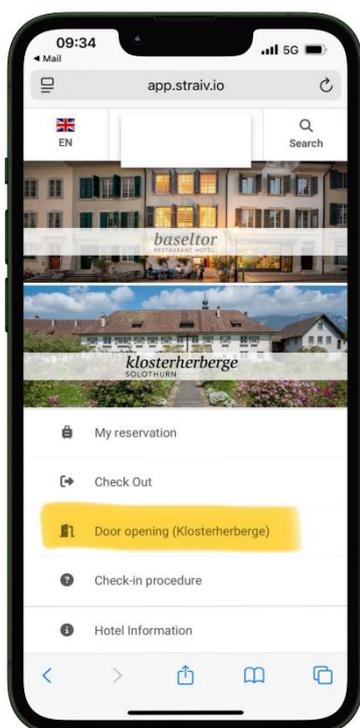
*Access to the Klosterherberge and your room*

After check-in, you will be granted access to the Klosterherberge and your room under the heading 'Door opening'. You can read your room number from the labelling on the 'key'.

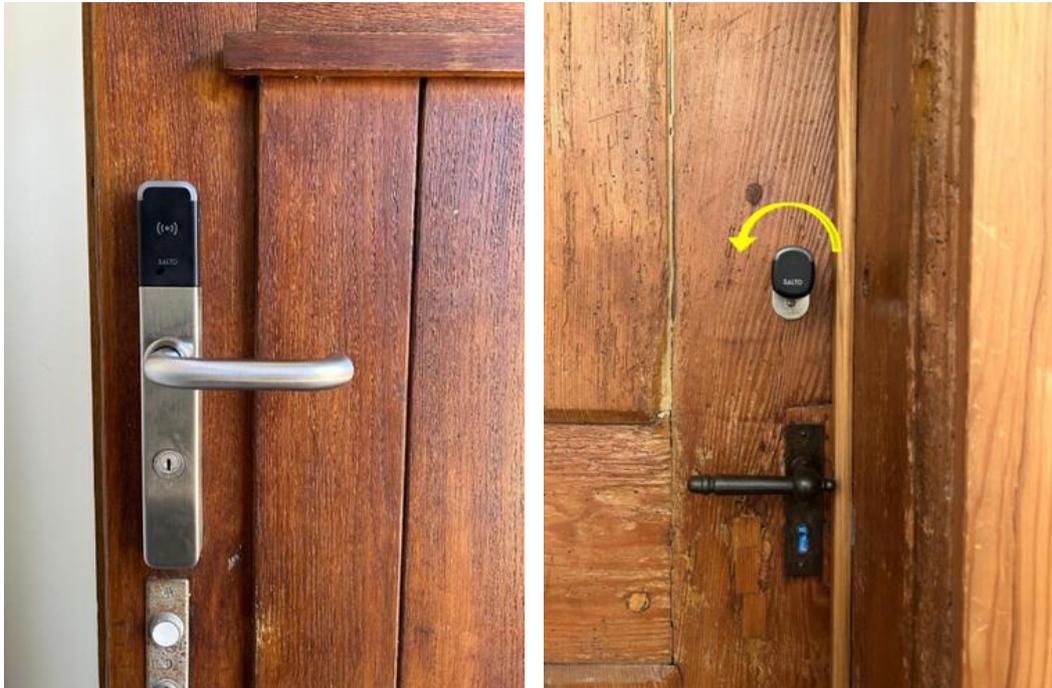
For orientation, here is a plan of where you will find which entrances:



To open a door, swipe over the bar of the corresponding key and hold your phone to the door knob or above the door handle (depending on the door).



The door first appears as "open" on your phone, then you hear a soft buzzing sound from the door knob/handle and the door can be opened by turning the door knob or pressing the door handle.



During your stay, you can only open all relevant doors via your mobile phone. So please remember to always take your mobile phone with you when you leave your room / the Klosterherberge.

If you share the link to your web app with other guests or forward it to other guests, they will also have access to your rooms.

Each room has its own bathroom in the corridor (labelled with the corresponding room number). You will find the key to your bathroom directly on the bathroom bag in your room. No additional key is required for the bathroom to rooms 5 and 6, as a manual locking system is installed directly on the bathroom door.

We wish you a relaxing stay with us at Klosterherberge Solothurn.

So that you don't miss anything: As a guest of the Klosterherberge, you can also use the monastery garden. You can access the garden directly via the bicycle room - it's worth it!

You can also use the green Klosterherberge bicycles in the bike room free of charge for a ride. You will find all the information about using bikes posted in the bike room.

Should any questions or uncertainties arise during your digital check-in or stay, the staff at the Hotel Baseltor in Solothurn will be happy to help you. You can reach the Hotel Baseltor during opening hours on +41 32 622 34 22 or outside opening hours and in emergencies on +41 32 624 40 19.