

Check-In Terminal instructions

Outside business hours, our check-in terminal next to the main entrance is available to ensure a comfortable arrival:

1. Touch the screen with your finger and select the required language.
2. Select "I have a reservation".
3. Click on "Surname".
4. Enter your surname (if the reservation was not found by last name, then enter your first and last name together WITHOUT spaces and hyphens).
5. Check the data and confirm.
6. Please make the payment, if necessary.

Attention:

- 1. The amount which needs to be paid is the total price for the stay.**
- 2. If your stay is for several nights, only one night will be displayed due to the setting. However, your room card will work for the entire stay.**

7. Check the amount and insert the card. After the payment process, the screen displays "Please wait" until the end of the check-in process.
8. Complete the registration form.
9. Sign in the white box.
10. Your key card is falling into the lower compartment of the check-in Terminal. Your apartment number is written on the key card holder.
11. To enter the Clipper Boardinghouse - Hamburg Holzhafen, insert the apartment keycard into the slot of the card reader to the right of the main entrance. A beep sounds during the process, after which the door opens.
 - If you have a reservation for a parking space in our underground car park, your key card is also coded for access.
In case of no garage reservation, please use the public garage at „Parkhaus Holzhafen“ (Große Elbstraße 61/63)
 - Please insert the card in your flat in the box provided next to the entrance door to establish the power supply.

Important: Do not hold your flat cards to your mobile phone. The cards can then be decoded and are without function.

Have a pleasant stay!

Your Clipper Boardinghouse – Hamburg Holzhafen team