How To: Check-In Terminal

Outside of service hours, our Check-In Terminal is available next to the main entrance for a smooth arrival:

1. Touch the screen and select your desired language.
2. Choose "I have a reservation."
3. Select "Last name."
4. Enter your last name (if the reservation was not found by last name, enter your first and last name without spaces or hyphens).
5. Review the data* and confirm it.
6. Make the payment* if required.

*1. The amount to be paid is the total price for your stay. 2. Even if your stay spans multiple nights, only one night will be displayed. However, your room key will work for the entire duration of your stay.

7. Verify the amount and insert your card. The payment terminal will display "Please wait" until the end of the check-in process.
8. Complete the registration form with your home address in the designated fields.
9. Sign the form using your finger.
10. Your room key will now drop into the lower compartment of the Check-In Terminal. Your apartment number is indicated on the key card.
11. To enter the Clipper Boardinghouse Hamburg-Holzhafen, insert your apartment card into the card reader slot located to the right of the main entrance.

   - Inside your apartment, insert the card into the designated box next to the entrance door to establish power supply.
   - If you have reserved a garage parking space in our underground garage, your key card is also coded for access. If no garage reservation exists, please use the public garage: "Parkhaus Holzhafen," Große Elbstraße 61/63, 22767 Hamburg.

Important: Do not place your apartment cards near your mobile phone. They can be decoded and rendered non-functional if exposed to your phone.

We wish you a pleasant stay!

The team of the **Clipper Boardinghouse Hamburg-Holzhafen**