



**HANS FLESSA**  
Guest House

**GUEST INFORMATION BOOKLET**

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## WELCOME

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### Dear Guest,

Nehemiah Gateway Albania in Buçimas, Pogradec, welcomes you to our Guest House and wishes you a pleasant stay and unforgettable experience.

Our commitment is to make your stay as relaxing and enjoyable as possible, and to deliver excellent service.

Please do not hesitate to contact the reception if you have suggestions, requests and even complaints, because we want you to feel at home.

### Reception Desk

The staff at the reception is happy to help with any enquiries or problems you may have. We are also able to provide information on travelling, transport arrangement, faxing, etc. We are open for you from 08:00 to 17:00.

Yours sincerely,  
The Guest House Team

## WHO WAS HANS FLESSA?

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*Hans Flessa*

Hans Flessa was born on 6th July 1933 in Ahornberg, Germany. He sincerely loved Albanian people and working for them as a volunteer.

He contributed more than 2,500 hours of voluntary work to various Nehemiah Gateway projects, all the while doing it with great passion and love.

He was known for his generous hospitality and his readiness to help at any time and on any occasion.

With his devoted service and hospitality, he was a great role model for all of us, inspiring us to serve, to help and to lead as he did. We are thankful for the wonderful time we spent with him.

Hans Flessa went home to our Heavenly Father on 6th September 2007, at the age of 74. We miss him and keep him in our memories.



## GENERAL INFORMATION

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### Check-in Time

Your room will be available from 14:00.

### Check-out Time

Check-out time is at 11:00 on the departure day. If you intend to check out later, please contact the reception. You can leave your luggage at the reception free of charge.

### Credit Cards

At the moment we don't accept credit cards. All the banks in town accept credit cards (American Express, Diners Club, Eurocard, Mastercard and Visa).

### Places for Money Exchange

- Banks, open hours: 08:30 to 15:30
- Exchange offices

### Smoking

Please smoke outside the campus. Inside the Nehemiah Gateway buildings, as well as in the outside areas, smoking is not allowed. Thank you for your understanding.

### Language

The official language of Albania is Albanian. English and German are often understood on campus.

### Key Card

Your key card opens not only your room, but also the door by the main gate.

# GENERAL INFORMATION

## Laundry

Laundry service is available in our Guest House. For more information, please ask at the reception desk.

## Additional services

- Bicycles
- Exercise in Mission House
- Transport to airport
- Transport to church
- Taxi service can be arranged at the reception desk.

For additional services you can ask at the reception.

## Restaurants

There are many fine restaurants in Pogradec and Tushemisht, that serve traditional Albanian, Greek and Italian food. Reception will help with recommendations.

## Security

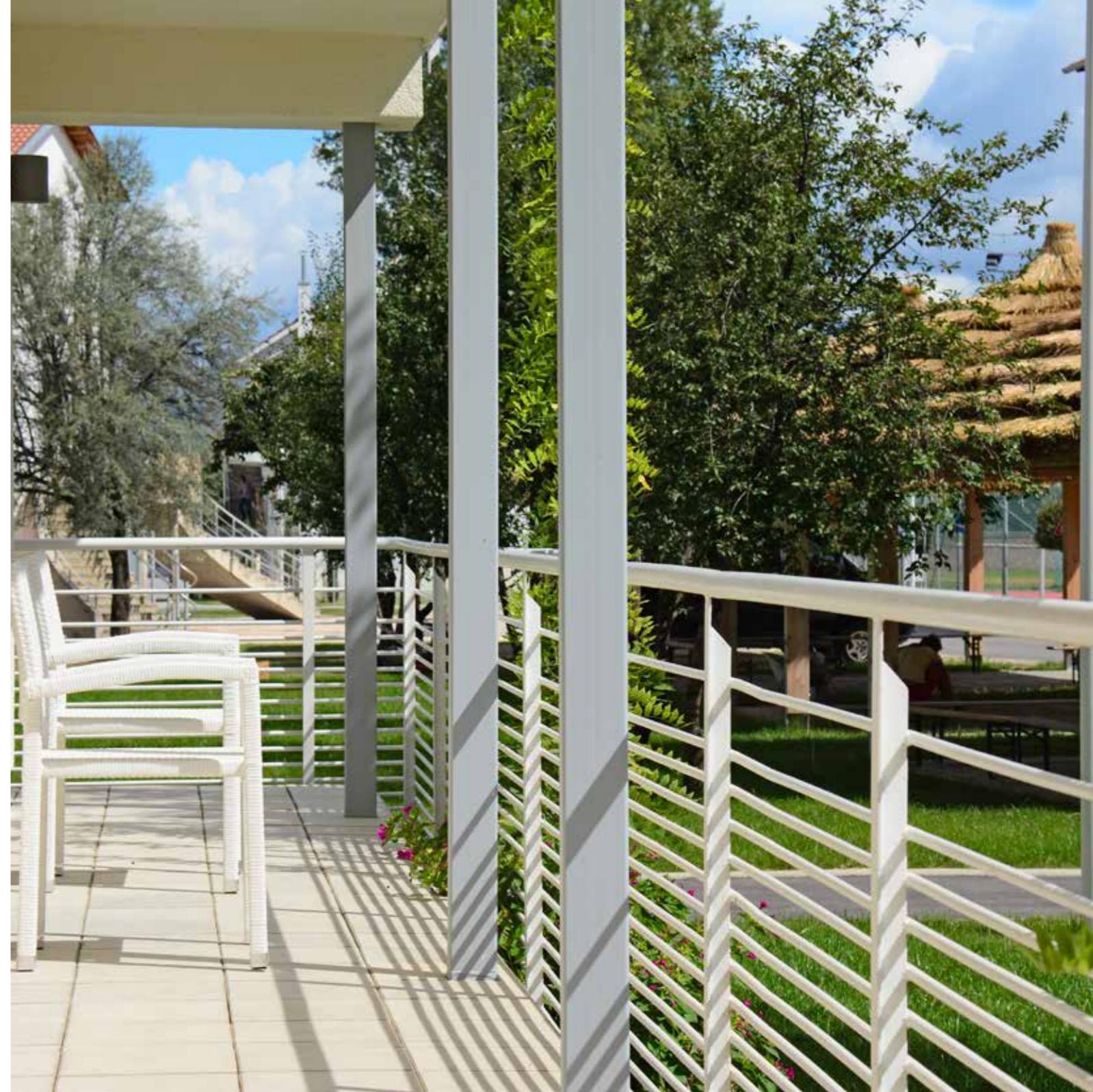
24-hour security service is located at the front gate. In cases of emergency, or for information during day and night, the security guards (who speak only Albanian) can direct you to the responsible person.

## Emergency Exit

In case of emergency, please use either the nearest exit, hallway exit, or your balcony door.

## First Aid

Nurses' station on the campus is open Monday to Friday from 08:00 to 17:00. For more information, please ask at the reception desk.





# Breakfast

is served Monday to Friday from 07:30 to 09:00 in the Mission House. On weekends, breakfast is served from 08:00 to 10:00.



# Lunch

is served in the school cafeteria from 12:45 to 14:00. If you wish to eat there, please let reception know before 10:00.



# Dinner

is available at 07:00 in the Mission House. If you wish to eat there, please let reception know before 17:00.

*Dietary needs should be communicated to reception.  
Note: If your group is 25 persons and more, breakfast, lunch, and dinner will be served at the school cafeteria.*



## Our Campus Coffee Shop

"L'Aurore" is open Monday to Friday from 08:00 to 17:00. Along the lake promenade, you can find many small and large coffee bars with a wonderful view.



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# ALBANIA

Our country is located in south-eastern Europe. It is bordered by Montenegro to the north, Kosovo and Macedonia to the east and Greece to the south. The western boundary consists of the Adriatic and Ionian coast.

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# POGRADEC

The town of Pogradec and its surrounding area, provides much to discover for its visitors. The region is dominated by the fantastic Lake Ohrid, surrounded by fields and mountains (pictures say the rest). Take a stroll along the promenade, and sample the specialty dishes and the local wine.

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# LAKE OHRID

Pogradec is a popular summer tourist destination in Albania because of its position near Lake Ohrid. Drilon and Tushemisht are lovely to visit (5 km eastward) with crystal clear fountains that fill the beautiful channels. Due to its historic culture and its unique flora and fauna, in 1980, the Lake Ohrid region was declared a place of "Natural and Cultural Heritage" by the UNESCO.

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## HISTORY OF GUEST HOUSE

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Our Guest House opened on 19th February 2011 in Buçimas, Pogradec. The house is designed to serve mainly those who contribute to our various projects. As we are heading towards quality, we have purposely challenged our experienced architectural office to be inventive!

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Though we are an institution that supports creativity and continually strives for quality management and improvement, much of our work is carried out through on the job training - or in other words, by trial and error. In order to continue to improve our Guest House experience, meet your expectations, and improve our standard of service, please feel free to share your ideas and concerns!

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**NEHEMIA** *serves with heart, hand and mind.*

The architecture of our whole campus reflects our philosophy and statement of purpose. Feel free to explore all of it and enjoy every discovery!





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Our Guest House has 14 stylish rooms. All of these rooms have quality materials, advanced technology and plenty of natural light. Attention to detail allowed for different colour concepts to be selected and matched with furniture in holistic harmony. Almost every room has a small balcony to relax and enjoy the outdoors. Each room also has a small kitchen with a sink and a refrigerator.

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## INFORMATION FOR GUEST LECTURERS

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If you wish to use one of the vehicles owned by NG Albania / NG University for private purpose, please make arrangements with reception. We will gladly provide you with all the necessary information and assistance and will let you know the costs.

Breakfast and dinner are served each day of your stay in the Mission House. Breakfast is typically 07:00 - 08:30, and dinner is at 19:00, but other arrangements can be made a day in advance. If you have special dietary needs, please inform reception who will inform the kitchen. The kitchen loves to please, so make your wishes known. Lunch is provided every weekday in the cafeteria at 13:00. Lunch on the weekends is at the Mission House, also at 13:00. Please inform the kitchen at the Mission House, or reception

if you will not be there, or if you prefer a different time.

The University office will give you access to the classrooms.

## INTERNET ACCESS

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Wi-Fi is provided for free in your room. The password is with your room key card.

**We give no** guarantee for availability, suitability or reliability of the internet access for any purpose.

**We assume** no liability for any damage to your PC occurring as a result of the usage of our internet.

Any claims from third parties for inappropriate or illegal use of the internet is not the responsibility of Nehemiah Gateway. Internet access will be suspended for inappropriate use.

Nehemiah Gateway is not responsible for any lost data.

**The password** for your internet access may not be shared with others and is only

valid for the duration of your stay. If you need more information or assistance, do not hesitate to contact reception.

Ask for help with Wi-Fi in other buildings on campus.

