



FAQs

Park Plaza Wallstreet Berlin Mitte Closure

1. Why is Park Plaza Wallstreet Berlin Mitte closing?

Due to the upcoming change in ownership of the real estate in which the property is located, Park Plaza Wallstreet Berlin Mitte is closing its doors as of 25 August 2025.

As a result, we regret that we are unable to accommodate any bookings after this date.

2. When is the hotel going to close?

25th August 2025

3. What will happen with the bookings due to arrive after the closing date?

We will do our very best to accommodate existing bookings in our sister properties in Berlin, and will contact you directly to arrange. Should this not be suitable, or unavailable, we will refund your stay.

4. Will guests get a full refund if their booking is cancelled?

Yes, guests booked who have pre-paid for their stay with us will be refunded the full amount of their planned stay.

5. Why has this only just been announced now?

The timing of our communication reflects the fact that the decision to close was made only recently after confidential negotiations with our landlord. As soon as an official agreement and closing date were reached, we set about informing all guests whose bookings were affected, in accordance with our obligations and as soon as we could do so responsibly

6. Why have you decided to close the hotel rather than to renovate the building?

The hotel building was leased by Arena Hospitality Group, and not owned. The building owner decided to sell the building and not to renew the lease.

7. What alternatives do you offer to existing reservations?

Our team can assist you in finding alternative accommodation in our 3 sister hotels per request on availability: [art'otel Berlin Mitte](#), [Park Plaza Berlin](#) or [Radisson RED Berlin Kudamm](#)



8. What happens to vouchers or open bookings?

Our team can assist you in finding alternative accommodation in our 3 sister hotels per request on availability: art'otel Berlin Mitte, Park Plaza Berlin or Radisson RED Berlin Kudamm.

9. Who can I contact for further questions?

For individual reservations, please contact our individual reservations department. Alternatively, you can also contact our group bookings and M&E departments.

Individual Reservations:

Email:	ppwbres@parkplazagermany.com
Telephone:	+49 30 400 557 700

Groups and M&E:

Email:	ppwbconf@parkplazagermany.com
Telephone:	+49 30 400 557 770

10. What happens to my flight/ train as part of my trip?

Please contact your airline/ provider/ supplier directly or where possible we will look to book alternative accommodation for you.

11. How long will the hotel be closed for?

At this moment, we are unaware of the specific plans for the building that the new owner has.

We operate three other hotels (Park Plaza Berlin, Radisson RED Berlin Kudamm and art'otel Berlin Mitte) in Berlin and have a strategic partnership with Radisson Hotel Group. We would be happy to offer you alternative accommodation.