

## **General Information A – Z (English)**

The Hotel Chalet Swiss is private property owned by the Family Klopfer. Totally 52 rooms (120 beds) with bath/shower/WC (all rooms have hair dryer, TV, self dialling telephone and safe) are split over 2 buildings (main building and guesthouse).

<b>Adapter</b>	To lend an adapter we require a deposit of CHF 20 which is returned after bringing back the adapter.
<b>Bar / Hotel bar</b>	The hotel bar located in the guesthouse is open from 5pm – 12pm.
<b>Bicycles</b>	Your own bicycles may be parked at the designated bike zone.
<b>Bicycle Parking</b>	Locked bicycle garage in the bike zone (see overall view).
<b>Bicycle Wash</b>	Location see map overall view.
<b>Blankets</b>	Extra blankets you will find in your wardrobe.
<b>Breakfast</b>	Breakfast is served from 07.00 – 10.00 am in the main building.
<b>Check-in</b>	In general are the rooms available after 14.00pm.
<b>Check-out</b>	We respectfully request that our guests vacate their room by 11.00am on the day of departure; otherwise an additional charge may be made. In case of early departure please inform Reception the evening before.
<b>Doctor</b>	In case of illness a doctor can be contacted at all time via the Reception. Use the SOS button on your room telephone.
<b>Drying room</b>	Wet clothes and shoes can be dried in our drying room. Please contact Reception for further information.
<b>Hotel bicycles</b>	There is a limited amount of hotel bicycles available (summer only) free of charge for our guest. We require a deposit of CHF 50 which is returned after turning in the bicycle.
<b>Hot water</b>	Every room has a kettle. <b>Please, use it for water boiling only.</b> Other liquids damage the kettle
<b>Emergency</b>	In case of emergency please call us with the SOS button on the room phone. We are contactable 24hrs per day via Reception.
<b>Excursions</b>	Tickets purchase or reservations for excursions can be done at Reception. More information you may find in the red book at Reception.
<b>Internet</b>	Wireless access see under WIFI/WLAN.
<b>Laundry</b>	An iron and ironing board is available at the main building. Washing can also be arranged. Ask for a laundry bag and leave your laundry at the reception before 9.00am for same-day service. This service is available Monday to Saturday, costs are charged to your account.
<b>Laundromat</b>	A self service Laundromat is situated in the old town, approx. 5-7 walking minutes from the hotel.
<b>Luggage</b>	You may leave your luggage on arrival/departure in our storage room free of charge.

<b>Newspapers</b>	A limited selection of newspapers in German is available in the lobby.
<b>Parking</b>	Parking for cars is available. The cost will be automatically charged to your room bill.
<b>Picnic</b>	In the garden you may find a designated picnic area. In the public areas of the hotel picnic is prohibited.
<b>Pillows</b>	You may order an extra pillow at Reception. Alternatively the head end of the bed can be moved into various higher positions.
<b>Porterage</b>	This is available from 7am to 12pm and can be arranged through Reception at a charge.
<b>Quietness</b>	In case of early morning departures, we ask you to consider, that other guest may still be sleeping.
<b>Reception</b>	A Receptionist is on duty from 7am - 12pm daily.
<b>Sauna</b>	The use of our Sauna is free for our guest. We ask you to notify us 30 minutes before (heating-up). Opening time: 4pm – 10 pm.
<b>Sewing Kit</b>	Sewing items are available at Reception.
<b>Shoe polish</b>	A shoe polish machine is available in the main building. Shoe polish items can be provided by Reception.
<b>Smoking</b>	In line with the changes in state legislation all inside public areas and guest rooms are now designated as no smoking zone. Facilities for smokers have been provided close to the bar. High charges for disregarding no-smoking zones and rooms.
<b>SOS</b>	See Emergency
<b>Telephone</b>	Direct dial system, outside calls are charged to your account. Ask to open the line, please.
<b>Outcall</b>	0 + area code + number
<b>International</b>	0 + 00 + country code + area code (without 0) + number
<b>Reception</b>	91
<b>Room</b>	Room number
<b>Toiletries</b>	Various sanitary products (tooth brush, tooth paste, razor) can be purchased at Reception
<b>TV</b>	Channel no. 1 broadcasts via live weather cam daily the actual situation on the mountains (Jungfrau, Schilthorn). Tourist information is shown at off-peak times.
<b>Vending Machine</b>	Is coin operated (CHF), located in the main building and sells drinks, cigarettes, snacks.
<b>Wake-up calls</b>	Your room phone can be programmed for automatic wake-up-calls (setup see page 3).
<b>Whirlpool</b>	The use of the whirlpool is free of charge. Open 4pm – 10pm.
<b>WIFI/WLAN</b>	Password is available at Reception – the Wireless is free of charge.