

General Information A – Z (English)

The Hotel Chalet Swiss is private property owned by the Family Klopfer. Totally 52 rooms (110 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).

Adapter	To lend an adapter, we require a deposit of CHF 20, which is returned after bringing back the adapter.
Bar / Hotel bar	The hotel bar located in the guesthouse is open from 5pm – 10 / 12pm (seasonal).
Bicycles	Your own bicycles may be parked at the designated bike zone.
Bicycle Parking	Locked garage for guest bicycles in the bike zone (subject to availability).
Blankets	Extra blankets you will find in your wardrobe.
Breakfast	Breakfast is served from 07.00 – 10.00 am in the main building.
Charging cable	Charging cables from various manufacturers are available at the reception. Deposit CHF 20.-
Check-in	In general, the rooms are available only from 14.00pm onwards for check-in.
Check-out	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 us at the reception the evening before.
Doctor	In case of illness a doctor can be contacted at all time via the reception. Use the SOS button on your room telephone.
Dogs	Dogs are welcome to stay free in our hotel, if possible, let us know while making your reservation. Due to health & safety pets are not permitted into the breakfast area.
Drying room	Wet jackets and/or shoes can be dried in our drying room. Please contact Reception for further information.
Hot water	Every room has a kettle. Please, use it for water boiling <u>only</u> in order to avoid damages.
Housekeeping	The rooms will be cleaned daily between 7 am and 2 pm.
Emergency	In case of emergency please call us with the SOS button on the room phone. We are contactable 24hrs per day via Reception.
Excursions	Tickets purchase or reservations for excursions can be done at Reception. More information you may find in the red book at Reception.
Internet	Wireless access see at WIFI/WLAN.
Laundry	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.
Laundromat	A self-service “Wash Saloon” is situated in Matten b. Interlaken, Hauptstrasse 19, next to Balmers Hostel on the south side of Interlaken (20-25 walking minutes)
Newspapers	A limited selection of newspapers in German is available in the lobby.

Parking	Parking for cars is available. The cost will be automatically charged to your room bill.
Picnic	In the garden you may find a designated picnic area. In the public areas of the hotel picnic is prohibited.
Pillows	You may order an extra pillow at Reception. Alternatively, the head end of the bed can be moved into various higher positions. Different degrees of hardness are available.
Porterage	This is available from 7am to 12pm and can be arranged through Reception at a charge.
Quietness	In case of early morning departures, we ask you to consider, that other guests may still be sleeping.
Reception	The reception is open daily from 7am - 10pm / 11.30pm (depending on the season).
Rental Bike	Mountain bikes can be rented in summer at charges of CHF 35 per day (08.00-20.00h)
Sauna	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.
Sewing Kit	Sewing items are available at the front desk/Reception.
Shoe polish	A shoe polish machine is available in the main building. Shoe polish items can be provided by Reception.
Smoking	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.
SOS	See Emergency >>>
Telephone	Direct dial system, outside calls are charged to your account. Ask to open the line, please.
Outcall	0 + area code + number
International	0 + 00 + country code + area code (without 0) + number
Reception	91
Room	Room number
Toiletries	Various sanitary products (tooth brush, tooth paste, razor) can be purchased at Reception or at the vending machine.
TV	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.
Vending Machine	Is coin operated (CHF), located in the main building and sells drinks, cigarettes, snacks.
Wake-up calls	Your room phone can be programmed for automatic wake-up-calls (setup see page 3).
WIFI/WLAN	Password is available at front desk/Reception – the wireless is free of charge.