

## Information

## English

### A

### Alarm signal

#### Adapter

Please contact the reception desk

A fee of CHF 10.00 will be charged if the adapter is not returned at check-out

Our hotel is equipped with a modern alarm and fire detection system. In the event of a fire, please use the emergency exits according to the map on your room door. In addition, please follow the instructions of the security staff. Report a fire immediately by dialling 118

#### Adapter plugs

An adapter plug can be obtained on loan from reception

### B

### Baby food

We will be happy to help you

#### Additional products

Please contact the reception desk

### Breakfast

From 6.30 am to 10 am an American buffet breakfast is served in our restaurant from Monday to Friday

Saturday from 7.30 am to 10 am

Sunday from 8am to 10am



## **Banks**

Opening hours

Monday to Friday: 9am-  
12pm/13.30pm-5pm

## **Banquets**

See under events

## **Bars**

Open Monday to Friday from 6.30am  
to 11.45pm, Saturday from 7.30am to  
7pm and Sunday from 7.30am to  
12pm

## **Billiard**

A billiard room is available free of  
charge

## **C**

### **Car rental**

Our reception will be happy to  
arrange a meeting with the car rental  
agency

### **Charging cable**

Please contact reception

### **Checkout**

For information about hotel bills,  
please contact the reception desk

### **Checking out of the room**

Please vacate your room by 11.00  
a.m. at the latest. If you need an  
extension, please contact the  
reception desk.



## **Check-in/Check-out**

Check-in: from 15.00 hours

Check-out: no later than 11.00 a.m.

## **Children**

Your children are welcome at the hotel. A billiard and reading room is available.

## **Comb**

See under additional products

## **Credit cards**

We accept: Visa, Mastercard, American Express, Maestro and Postcard, V-Pay, Twint

## **Currency exchange**

You can change your foreign currency at the bank

## **Concierge/Information**

For information, please contact the reception desk

## **Conferences/seminars**

A fully equipped conference room is available (equipped with high-speed Wi-Fi, beamer, flipchart)

## **D**

### **Doctor/Pharmacy**

The reception can arrange a doctor's appointment and provide you with medication

There is a pharmacy right outside the hotel.

### **Dogs**

See under pets



## **Dry cleaning**

Contact the reception

## **E**

## **Electricity connection**

The mains voltage is 220 volts. If you need an adapter plug, please ask at reception.

## **Emergency number**

144 emergency doctors

118 fire alarm (fire brigade)

117 police

## **Events**

We are happy to organise conferences, sessions, banquets, birthday and wedding parties, etc. for you. We will be happy to make suggestions.

## **Excursions**

The reception will be happy to welcome you and help you organise various excursions

## **F**

## **Fire**

See Alarm signal

## **Fire alarm**

See Alarm signal

## **Flowers**

Reception will be happy to assist you in obtaining flowers

## **G**

## **Games**



A billiard room is available free of charge

## **Garage**

See Parking

## **Golf**

There is a golf course within a 10 minute drive of the hotel

## **H**

### **Hairdresser**

Our reception will be happy to make an appointment for you.

## **I**

### **Ice**

Our bar staff can provide this for you

## **Information**

The reception is at your disposal for any general information you may require

## **Information**

Our reception will be happy to provide you with general information

## **Ironing service**

For special requests, please contact our reception.

## **Information**

The reception is at your disposal for any general information you may require

## **K**



## **Key**

Our hotel has electronic keys

## **L**

### **Laundry**

Please ask at the reception

### **Laundry service**

See on laundry

### **Lost property**

Lost and found items may be sent to their owners. The hotel accepts no responsibility for unclaimed or lost items.

### **Lunch**

See under meal times

## **Luggage**

The reception will gladly take care of your luggage

A numbered counterfoil will be given to you as proof of deposit.

### **Luggage storage**

Your luggage can be stored in our locker. Please ask at the reception desk. A numbered counterfoil will be given to you as proof of deposit.

## **M**

### **Mail**

Mail arrives daily at 11 am. Reception will forward your private mail to you.



## **Meal times**

Breakfast: from 6.30 a.m. (7.30 a.m. on Saturday and Sunday) to 10 a.m. an American buffet breakfast is served in our restaurant.

Lunch: from 11.30 a.m. to 2 p.m. in the restaurant or on the terrace

Evening meal: from 18.30 to 21.30 in the restaurant or on the terrace

## **Meeting room**

Please ask at the reception

## **Message**

Your messages will be recorded at the hotel reception

## **Minibar**

Drinks from the minibar are not included in the room rate. It is checked and refilled daily. Any drinks consumed will be charged to your hotel bill. When checking out, please inform us of any drinks consumed in the last 24 hours.

## **N**

### **Newspapers**

Newspapers are available at the hotel bar



## O

### Opening hours

Banks: Monday-Friday

8.30 a.m.-12 p.m. 1.30 p.m.-5 p.m.

Shops: Monday-Thursday 8am-6.30pm

Friday 8.30am-8pm

Saturday 8am-5pm

Post office: Monday-Friday 8am-6pm

Saturday 9am-4pm

## P

### Parking

There is an outdoor car park at your disposal

### Pets

Pets are allowed in the hotel for a surcharge of CHF 15.00

### Photocopies

Please ask at the reception

### Post office

The post office is opened once a day at 11.00 a.m.

See opening hours

### Packet lunch

Please order them at the reception the day before your trip





## **R**

### **Razor**

See under additional products

### **Restaurant**

Open from 11.30am to 2pm and  
6.30pm to 9.30pm from Monday to  
Friday

Saturday from 11.30am to 2pm

Sunday closed

### **Room release**

See room release

## **S**

### **Safe**

The safe is at your disposal in your room and can be used with a code. The hotel accepts no responsibility for valuables left in the room or in the safe.

### **Sewing**

Please ask at the reception desk.

### **Shaving foam**

See additional products

### **Shoes**

On request, we will clean your shoes and have them repaired for you.



## **Shops**

See opening hours

## **Swimming**

Public swimming pools (open and covered) are located within 5 minutes drive of the hotel

## **Swimming pool**

See information under swimming

## **T**

### **Taxi**

Please contact the reception to order a taxi

## **Telephone**

Your room has a direct dial telephone with the code "0".

Please dial 100 or 101 or 102 for information

Our numbers :

Tel: +41 (0)27 322 03 27

Email : [info@hotelelitesion.ch](mailto:info@hotelelitesion.ch)

Web : [www.hotelelitesion.ch](http://www.hotelelitesion.ch)

## **Television/TV**

The device in your room is connected to the cable network

## **Toothbrushes**

See additional products

## **Toothpaste**

See under additional products



## **V**

### **Valuable items**

See safe

## **W**

### **Wake-up service**

You can place your wake-up call at the reception

### **Waxing**

Please contact the reception.

### **Wi-Fi**

The hotel has a free WIFI service, with global coverage for rooms, common areas and meeting rooms. (Free Elite Hotel)