

INFORMATION FROM A – Z

Aadapter:

If you have forgotten yours, you can ask for an adapter at the reception **for a deposit of CHF 20.00**. Please do not forget to return it before leaving.

Arrival and departure:

Check-in time is 15h00 and on your last day, the rooms should be vacated **by 11 o'clock**. **Please take notice that in case of postponed arrival as well as anticipated departure, the full payment will be required.**

Bank & ATM Machines:

The Berner Kantonalbank and the Raiffeisenbank are located in the main street. You can also exchange money at the daily exchange rate at the front desk.

Breakfast:

A breakfast buffet with home made bread and jams and many other local products is served in the restaurant from 7h30 – 9h45. The breakfast buffet will be removed at 10 o'clock. **Do not forget: the breakfast buffet is not bound for your daily pick-nick.**

Churches:

Wengen has an English Church, which is next to our hotel. The Roman Catholic Church is behind the Regina Hotel. The Protestant Church is just below the Palace hotel.

Cinema:

You will find the weekly program in the lobby. The cinema usually starts at 21h00.

Credit cards:

We certainly appreciate if you pay cash in Swiss Franks or other currencies, but also accept Traveller Checks, Maestro debit cards, Visa, Mastercard, American Express, CUP, Diners & JCB from a minimum amount of CHF 30.00 on.

Doctor:

The doctor's practice is five minutes away from us, behind the English Church, near the school. Do not forget to make an appointment first; they speak English. Telephone **033 856 28 28**.

Dogs:

Dogs are welcome, at CHF 10.00 per day without any meals. Please leave your dog in the room while you are having breakfast or dinner. Dogs should not stay on the beds. There might be a fee for final cleaning.

Emergency:

See doctor or use the overnight telephone at the front desk.

Excursions:

At the reception, we have prepared a file containing all kinds of suggestions in our area. In case of any questions, we are happy to help you.

Electricity / **E**nergy:

The voltage in Switzerland is 230 V. We kindly ask you to turn off the lights when leaving your room.

Fire

You will find an **EMERGENCY ESCAPE PLAN** in your room. Ask at the reception if you do not understand it. Fire extinguishers are on each floor and marked with **F**.

Host card:

The host card will give you a reduced entrance-fee to the Trümmelbach waterfalls (in summer only), valley museum in Lauterbrunnen, minigolf, public swimming pool, tennis & ice rink. Please contact the front desk for further information.

Internet:

Please contact the front desk for WIFI access. In case you do not have your own notebook, you can use the computer in the telephone cabin next to the reception. Ask for the code upon check-in.

Key:

Do not forget to change your keys before leaving the hotel. The round key will open the front door during the night (for night owls only).

Laudry Service:

If you drop off your laundry before 9am, you will get it back the next day, washed and ironed. Laundry bags as well as the tariffs are in your room. **We decline complete responsibility for an eventual damage.** We also kindly ask you, not to hang self-washed clothes over the balconies or out of the windows.

Library:

A variety of books is at your disposal in the lobby. We kindly ask you to treat them with lots of care. There are also a few magazines and newspapers. Please do not take these up to your room. The other guests will appreciate it.

Litter:

We kindly ask you to return bottles (PET and glass) that you have bought in town back to the shops or containers in the main street or at Wengen railway station.

Location:

Wengen is located on a sunny terrace at 1300m. Before you plan to go for an excursion at higher altitude (walking or skiing), get used to the elevation.

Lost & found:

Any forgotten items can be sent to you after your departure. We kindly ask you to indicate your credit card number for the postage.

Luggage:

In case of an early arrival or a late departure, we may store your luggage free of charge; there are lockers at the train station, too. For check-in luggage as well as fly luggage, we are happy to give you a lift to the station before 16h00. You will need your train and/or flight tickets, as well as the passport & some money or prepaid vouchers.

Lunch:

Our restaurant and sun terrace are open for lunch, depending on the season, from 11h30 until latest 14h00.

Medicine:

For the safety of our guests, we **do not provide** any kind of medicine. Please contact the pharmacy or the doctor's practice.

Mobile phone:

May we kindly ask you to turn off the sound while you are having a meal in the restaurant? Thank you very much!

Nightlife:

Several restaurants, pubs and bars are located in the main street. We kindly ask you, after a late night, to respect our guests' sweet dreams.

Pharmacy:

The next Pharmacies are located in Grindelwald or Interlaken.

Postcards:

Can be purchased at the front desk, at CHF 1.20, as well as stamps.

Restaurant:

We start serving the half board menu at 18h30. Our public restaurant with mainly fish specialities but also traditional cuisine is open from 18h30 until 20h30. If you would like to eat à la carte, please book a table in advance. We appreciate if you are at your table by 20h00 the latest.

Room:

Our housekeeping staff is happy to make up your room, if you wish, until 13h00. It will not be possible to do it later. In case of emergency, please contact the front desk. If you want your towels to be replaced, please place them in the bathtub. Further details are in your bathroom. **To save energy & protect our environment, we do not use a tumbler!**

Safe:

In most south facing rooms there is a mini safe in the cupboard. The system needs a CHF 1.00 coin for **each opening / closing**. For non-south facing rooms, jewellery, money or documents may be deposited in the safe at the reception.

Shoes:

We kindly ask you to take off heavy shoes like ski-, snowboard- and hiking boots, next to the main entrance. **Shoes should be worn in the dining room as well as in the lobby at any time (also for breakfast).**

Ski passes:

Ski passes can be purchased at the front desk, at the same price as at the train station. The advantage? No queuing and therefore ready to hit the slopes immediately!

Smoking:

The Hotel Berghaus is a **non-smoking** property. Thank you for respecting this and just smoke outside of the building. Smoking on the balconies is not allowed.

Telephone:

An emergency phone is overnight at the Front Desk available.

TV / Radio

Cable- TV is available in all rooms.

Tourist Information:

The office is located in the main street, next to the tennis court / ice rink. Please check on the opening times.

Umbrellas:

Are available at the front desk. Do not forget to return them.

Vouchers:

In case you would like to surprise somebody with a gift, vouchers can be purchased at the front desk.

Wake up call:

An alarm clock can be set on your TV.

Weather:

... is non-predictable in the mountains ... ask the front desk for an accurate forecast.

For further questions and enquiries, please do not hesitate to contact us anytime. We wish you a pleasant and relaxing stay at the **Hotel Berghaus!**

Family Fontana & staff

