

## Guest Information – Hotel Seeblick & Seerose, Faulensee

<b>A</b> adapter	Adapters are available at the front desk. We will charge a deposit of CHF 20.- to your bill, which will be reduced when we get back the adapter. You can also keep it for the CHF 20.-
<b>B</b> ank-/ machine	Banks with bank machine are located in Spiez.
Bathrobe	We will be pleased to provide you with bathrobes free of charge, just get them for them at reception (we will put a deposit on the room and will take it off when you return it during the check-out). If you have a room with jacuzzi, the bathrobes are already in your room.
Boat rental	We have a sports-boat. A flyer is at the reception.
Breakfast	According to your confirmation. The day before or prior you profit of the hotel guest price. Otherwise the price for external guests will be charged.
<b>C</b> hildren	We are happy to provide a baby cot on request (if available). Please ask for the price at the reception. If you dine in our restaurant, you may ask for a child seat.
Check-Out	Please make your check-out latest according to your confirmation. A surcharge will be billed for every touched hour. If you should leave in the morning before 9am, we kindly ask you to settle the outstanding bill the evening before 6pm. On the day of departure, you can of course leave your luggage with us free of charge.
Credit cards	We accept the usual credit cards according to your booking.
<b>D</b> octor	The front desk will contact a doctor from Spiez on your request. Or dial the number 555 on your room telephone or call with your cell phone the urgency number 112.
Duvets	If you require additional duvets, please request this at the front desk.
<b>E</b> mergency	<b>Tel Number: 87, 82 or 41 (internal) or 555 (external)</b>
Excursions	Faulensee, Spiez and surroundings offer a variety of excursions, ask at the reception for brochures & information. Or contact the tourism office in Spiez or in Faulensee (only during the summer months).
<b>F</b> ire	Do you know your escape route? Please note the corresponding information in the room. The instructions of the hotel staff or fire fighters must be followed in case of fire. The assembly point is located in the south car park of the hotel (in front of the sauna).
Foreign exchange	You may settle your bill in Swiss francs or Euros.
Front desk	The reception is open from 9:00 a.m. to 6:00 p.m. daily. If not, please refer to the service staff. If there is anything missing from your room for your comfort, please contact us. In emergencies dial: 82 in the room or in the first floor of the Seeblick.
<b>G</b> arage	A garage space is available with an extra charge. Please contact the reception for availability and cost.

<b>H</b> air dryer	You will find your own hair dryer in your bathroom.
Hairdresser	We dispose of a hairdresser room. For an appointment, please contact the reception.
Hotel Adler	Since over 110 years we, the family Fetzer, own and run a second hotel in Kandersteg (30 minutes' drive away) centre. We can highly recommend the restaurant during a day trip, with incredibly beautiful excursion possibilities directly in the mountains. Contact the reception for information, or visit our website: <a href="http://www.chalethotel.ch">www.chalethotel.ch</a>
Hotspot	We dispose of Wireless in our Hotel with the name: Seeblick or Seerose. For the password, please ask our staff or see the info-sheet given at check-in.
<b>I</b> nternet	See: Hotspot
Invoice	You can ask for an interim invoice at reception at any time.
In-Room-Dining	We do not provide room-service. It's not allowed to eat or cook hot food in the guestrooms. High costs will appear if not respected.
<b>J</b> acuzzi	If your room has a Jacuzzi, we kindly ask you to not use the bubble engine after 10:00 p.m. with respect to your neighbour rooms. If not a few will be transferred to those who could not sleep.
<b>K</b> ey	Please keep your key always with you, instead of leaving it at the front desk. You can also use it to open the hotel entrance.
Kiosk	Various kiosk items such as stamps, postcards, sunscreen, toothbrush, etc. can be purchased at the reception.
<b>L</b> aundry	We are happy to offer you the following possibility of our daily laundry service: Please hand in your dirty laundry at the front desk, which will be returned clean within 24 hours. Please find your laundry bag and price list in your room.
Lost items	We store all lost items at the front desk for one week. If you contact us, we can also send it per post to you. Charges apply.
Luggage	You are welcome to leave your luggage at the reception until departure.
<b>M</b> essages	At the reception you will find our à la carte massage price list. Please contact reception for an appointment. The availability is limited.
Messages	The front desk will be pleased to handle messages for you.
Minibar	There are minibars in the whirlpool rooms. We kindly ask you to settle your consumption at the reception on your departure. Further shared fridges are situated on the first floors.
Mountain rides	Niesen, Niederhorn and Stockhorn. For information, please contact the front desk or the tourist office.
<b>N</b> ewspapers	In the restaurant there is a choice of daily newspapers at your disposal. Please do not take them to the room.

Non-smoking	Smoking is strictly prohibited in the hotel rooms and in the hotel area. If you wish to smoke, you can do so on the balcony of your room, on the terrace or in our beautiful fumoir at the bar (with a drink). If we see that you have smoked in the room a high fee is being billed.
<b>P</b> arking	We have parking spaces available for you. We will tell you where you can park. <u>We kindly ask you not to park on our restaurant parking.</u>
Payment methods	You can pay in Swiss francs or euros.
Pool	The entrance is on the 1st floor on the left in the Seeblick. The opening hours of the heated (30° C +/- 2°C) indoor and outdoor pool are written on the info sheet provided during check-in.
Pets	Well-behaved dogs and cats are welcome in our hotel. Any additional cleaning cost will be charged accordingly.
Pharmacy	Pharmacies are in Spiez. Contact the reception desk if you have any questions. We do not have the right to supply any drugs.
Photocopies	The front desk will be pleased to make photocopies for you. We will charge Fr. 0.40 per photocopy (black and white).
Pillow	If you require additional pillows, please contact the front desk.
<b>R</b> estaurant	We are pleased to serve you Swiss and foreign dishes prepared by our kitchen team. The warm kitchen is open from 11:00 a.m. to at least 9:00 p.m. The restaurant is open from 8:00 a.m. to at least 10:00 p.m.
<b>S</b> auna	You can also book our private Finnish sauna for an extra charge, contact reception for available dates.
Slippers	You are welcome to purchase a pair of bath slippers at the reception. If you have a room with jacuzzi, the slippers are already included and are in the room. You are welcome to take them home with you as a reminder, otherwise we will throw them away.
<b>T</b> axi	We are pleased to organise you taxi service.
Towels	Please put your dirty towels in the shower/bath if you want them to be changed. Please consider the environment.
TV	On <a href="http://www.seeblick.ch">www.seeblick.ch</a> under "Divers" you will find a list of available TV channels.
<b>V</b> ouchers	We are happy to create gift vouchers for your loved ones. Whether only the consumption amount or a whole package. Please order on <a href="http://www.seeblick.ch">www.seeblick.ch</a>
<b>W</b> ater	You can drink our tap water without hesitation.

**We wish you an unforgettable stay at the  
Hotel Seeblick, Faulensee**