

A adapter

Adapters are available at the front desk for a deposit of CHF 15.00. Please contact the front desk team. The standard main voltage is **220 V**.

B babies

Our front desk staff will be pleased to be of assistance if you require a baby monitor. You can also use the baby monitor feature of the hotel telephone in your room. The telephone monitor provides a one-way audio call path from the hotel telephone to your own mobile device. Dial 375 and follow the instructions.

bar / lounge

We serve a variety of drinks, tea and coffee in our cosy Fireside Bar & Lounge on the ground floor. In the evening, there's live music several times per week.

bathrobes

You will find a bathrobe in your room. Join us in helping to save the environment and reuse your bathrobe. Should you wish a new bathrobe, please contact our housekeeper or the reception.

bathing slippers

Bathing slippers are available at the front desk.

breakfast

The breakfast times can be found at the beginning of this folder.

You can order breakfast in your room at the reception (call 200). A surcharge of CHF 5.00 will be charged to your bill.

In case of an early departure, you can pre-order a breakfast to-go on the day before until 06.00 pm.

books

Our library is located next to the bar. You can borrow or exchange books during your stay.

C currency exchange

We offer an exchange service at the reception between 07.00 am and 11.00 pm. We change GBP, EUR, USD and JPY into CHF (max. CHF 500.00 per guest per day).

children

Our little guests are very important to us. In order to avoid that you have to carry a lot of luggage, we can provide the following items free of charge:

- baby monitor
- baby bathtub
- nursery pillow
- diaper changing table

Should you wish to heat a bottle or if you require a babysitter, our reception team will be pleased to assist you.

Children may eat from our children's menu before dinner time. Please register in the morning with the reception.

Next to the lounge you'll find a playroom for children, equipped with several games and table soccer, more games are at your disposal at the reception. In summer children can play table tennis (bats and balls are available at the reception) and use the trampoline in our garden. The children's playroom and trampoline are unattended. We do not take responsibility for any injury or accident.

D departure

- We recommend paying your bill on the evening before departure to avoid waiting times in the in morning.
- When you depart **before 07.00 am**, please settle your bill the evening before.
- If you would like to keep your room longer, please contact the reception the evening before. We will do our best that this will be possible.
- You can order a breakfast to-go or lunchbox (15.00 CHF) the day before your departure until 06.00 pm.
- If you require luggage service to the railway station, please inform the front desk **30 minutes before your train departs**.
- We kindly ask you to vacate your room **by 11 .00 am**.
- Please return your room key to the reception at departure.

diet & allergy

Please contact directly our head waiter will be pleased to help cater to your special dietary requirements.

dogs

We charge a small fee of 15.00 CHF per day, without food. Due to hygienic reasons, dogs are not allowed in our restaurants or in the swimming pool area.

Should your pet be alone in the room, kindly put the dog sign (available at the front desk) on the door.

DVD

You can borrow children's DVDs and a DVD player at our reception free of charge. We'll charge your room with a returnable deposit of 100.00 CHF each for the DVD player and the television cable.

duckling

The Sunstar duckling in the bathroom is a small souvenir to take home with you.

F fax

If you want to send a fax, please contact the front desk (it will be charged).

fire alarm

Our hotel is equipped with a state of the art fire alarm system. Information and escape routes are shown on your room door or in your cupboard. Please read this information carefully upon arrival.

front desk

You will find the opening times of the front desk on the first page of this book.

Our front desk team is pleased to assist you with book tickets for excursions and public transport. During the night, there is no front desk staff. We will certainly assist you in case of emergency (telephone: 555)

G games

A game room with a table soccer and much more is located next to our lounge. Parlour and board games are available at the front desk.

guest satisfaction

Our top priority is to ensure full satisfaction on the part of our guests. Please help us improve the quality of our services on an ongoing basis and to eliminate weaknesses. We kindly ask you to complete the questionnaire provided to you per mail after departure or submit a guest comment on one of the popular internet sites such as Tripadvisor or HolidayCheck.

H housekeeping

Our executive housekeeper will be happy to cater for all your wishes and will be on hand to help with any problems. She will see to the cleaning and ironing of your laundry, to sewing on buttons, extra pillows, vases for flowers and much more (call 200).

I internet

There is wireless LAN available in the hotel, free of charge. You can login with your room number and family name, with your mobile phone number or with a login-voucher, available at the reception.

L laundry service

Please use the laundry bag in your wardrobe, where you will also find our laundry price list. The laundry bags can be left on your bed or you can hand it over to our housekeeper or to the front desk until **09.00 am**.

Regular service: returned by 06.00 pm the next day.

Express service: returned by 06.00 pm the same day (50% surcharge).

Professional dry cleaning and waterproofing is available on spot (except on Saturday/Sunday). Please contact our housekeeper (call 200) for further information.

luggage service

To enable us to provide luggage service to all our guests, we would kindly ask you to inform the front desk **at least 30 minutes before the departure of your train**.

If you want to use the luggage service **Fly & Rail** (check-in from the hotel) please inform the front desk the day before departure. It's possible to store your luggage at the front desk until departure.

lost property

If you have lost something in the hotel, restaurant or bar, please contact the front desk (call 200).

massage

Would you like to relax with a professional massage after a busy day? Please contact the front desk to arrange an appointment.

mattress

Our quality mattresses from the company HAPPY are cleaned with KIRBY vacuum cleaners and are medium hard. Should this be too hard for you, please request a soft topper at the front desk (call 200).

P payment

We accept cash, American Express, Mastercard, Visa, Visa Debit Card, JCB, TWINT, EC-Direct, Maestro, Postcard, Jelmoli Shopping Bonus Card, MyOne Card, Euro, Pounds, USD, REKA or WIR. Unfortunately we do not accept personal checks.

pillows

For our pillows we use pillow encasings. To maximise your sleeping comfort, we are happy to offer you a selection of pillows in various shapes and sizes and with different fillings:

- 1) Allergy friendly synthetic pillow
- 2) Spelt filled pillow
- 3) Spelt filled neck roll
- 4) Spelt filled horn
- 5) Millet filled pillow
- 6) Down feather pillow
- 7) Allergy friendly duvet
- 8) Nursing cushion
- 9) Cherry pit pillow
- 10) "Wooden" roll
- 11) Ergonomic foam cushion
- 12) Hot water bottle

At request we can also heat a cherry stone pillow for you or bring you additional pillows. If you would like to have an allergy friendly blanket or a wool blanket with a sheet, please inform our housekeeping between 08.00 am and 06.00 pm (call 200).

postal service

Postcards and stamps are available at the front desk. You can also leave your letters and postcards with our front desk team, they will post them for you.

R radio

Various radio channels are available on your television as from channel 1000.

restaurant

The opening hours of the restaurant can be found at the beginning of this folder. To book or cancel our half board menu, you can contact the front desk before 10.00 am. If you have special requirements, allergies or dietary needs, please inform our headwaiter.

recycling

Please do not throw any recyclable materials such as glass, PET bottles and cans in your garbage bin. You can leave them in your room or hand it over to the reception. We will ensure they are disposed for professional recycling.

room service

Meals are served during the restaurant opening times (see the beginning of this folder) in your room. Please dial 200 to place your order for breakfast or dinner. There will be a surcharge of 5.00 CHF per delivery.

S safe

Please leave all valuables in your room safe or in a safe at the reception. Please follow the instruction sheet or obtain the key at the front desk. The content of our in-room safe is insured up to CHF 5000.-

sewing service

We will be glad to help you with a lost button or an open seam. Please hand the piece of clothing to the front desk team.

shareholder

Are you interested in becoming a shareholder of the Sunstar Hotel Group? Please contact Sunstar head office for more information: +41 (0)61 925 70 70.

shoe cleaning

A free shoe-cleaning machine is located next to the ski basement. If you wish, we can also clean the shoes for you.

ski room

For storage of your skis and boots, a ski room is at your disposal in our basement with direct access from outside, near the swimming pool. Please get your key for the ski room at the front desk. Lost keys will be charged to your account. The hotel will not be held responsible for any lost or damaged property.

smoking

Please note that smoking is not permitted in any of our rooms or public areas. We are happy to provide your balcony with an ashtray. A 50.00 CHF cleaning fee per day will be charged to any guest who violates the smoking policy. Thank you for your comprehension.

sauna

Our sauna is in summer available on request. You can find the opening hours of the steam bath and sauna at the beginning of this folder. On request, the steam bath and sauna will be switched on. Please inform the reception **30 minutes in advance** (call 200).

Our wellness area is a nude area. We kindly ask you not to wear a bathing suit. Please always lay a towel under your body and feet in the sauna cabin, that the wood will be protected from perspiration. For children under 16 years may only use the sauna under adult supervisor.

steam bath

Our steam bath is in summer available on request. You can find the opening hours of the steam bath and sauna at the beginning of this folder. On request, the steam bath and sauna will be switched on. Please inform the reception **30 minutes in advance** (call 200). For children under 16 years may only use the steam bath under adult supervisor.

Sunstar Hotels

You can find additional hotels of the Sunstar group in Switzerland's most beautiful resorts: **Arosa, Brissago, Davos, Grindelwald, Klosters, Lenzerheide, Piemont, Saas-Fee and Zermatt.** For reservations please contact our front desk or have a look at our hotel brochure for further information.

sustainability

The Sunstar Hotel Group is making great efforts to be a sustainable organization. Therefore, we do not use any critical products in our kitchen and use fair trade products wherever possible. You can support us in our efforts by saving resources like water and electricity during your stay. We have implemented a series of measures to cut carbon consumption and give you the opportunity to offset the carbon cost of your holiday with a voluntary climate contribution of CHF 3.00 per person/night. Sunstar Hotels doubles this amount! (For more information, please see the corresponding flyer in your room).

swimming pool

The opening hours of the pool can be found at the beginning of this folder. The water temperature is at least 28°C. There are wardrobes and showers at your disposal. We kindly ask you to **take a shower before using the pool.**

Children under 16 years are only allowed to use the swimming pool with surveillance of an adult.

Please do not take glasses into the wellness area.

T taxi

Our porter will be pleased to take you and your luggage to the railway station upon departure. We kindly ask you to contact the front desk at least 30 minutes before your train departs to use this service. Unfortunately, we are unable to provide you with any further transportation due to logistic and technical limits within Wengen. Our front desk staff will be pleased to arrange taxi transfers within Wengen or from Lauterbrunnen to your airport of departure.

telephone

For direct calls from outside please see the number written on your telephone: +41 (0)33 856 0x xx.

For room to room calls: Please dial the room number.

To make an external call, please dial "0" first followed by the external number.

Our phone number: +41 (0)33 / 856 52 00

Our e-mail address: wengen@sunstar.ch

Our website: wengen.sunstar.ch

tip

Service is included in our rates. If you like to express your contentment with a tip, you may hand it to our front desk and it will be distributed to all of our staff. If you like to reward one particular person you may hand over your tip directly.

toiletries

At the front desk you can purchase various small toiletries.

W wake up call

Please ask for a morning call at the front desk (only during the opening times).

water kettle

In your room, you will find a water kettle in order to make tea and coffee (it is for free). We will fill up tea and coffee every day.

wireless LAN (see internet)

Further information can be found at the beginning of this folder or at the front desk.