



Hotel Waldegg Guest information A - Z



Dear guests

Welcome to our boutique hotel on the outskirts of Lucerne. Discover our warm, atmospheric and cosy rooms and restaurant.
Enjoy our attentive and caring service.

Restaurant open daily from 3 p.m. to 11 p.m.

Breakfast service

Monday – Saturday from 6.30 a.m. to 10 a.m. & Sunday from 8 a.m. to 10 a.m.

CHECK-IN AND CHECK-OUT TIME

Check-in 3 p.m.

Check-out 11 a.m.

Express check-out is possible. Please contact reception.

MEDICAL EMERGENCY medical emergency

EMERGENCY NUMBERS / emergency numbers

6:30 a.m. – 11:30 p.m. (0) 041 340 41 40 (Reception)

from 11:30 p.m. (0) 078 666 68 23 (Manager on Duty)

Lucerne Hospital / (0) 041 205 11 11

Police / (0) 117

Fire brigade / (0) 118

Paramedics / (0) 144

Doctor / (0) 041 211 14 14

Pharmacy / (0) 058 851 3 254

Information and escape route signage in every room (on the room door)

Emergency meeting point:

Car park opposite the main entrance to the restaurant

A

Arrival/Departure - Check-in/Check-out

Rooms are available from 3 p.m. on the day of arrival. On the day of departure, we kindly ask you to vacate your room by 11 a.m. at the latest.

For a later check-out (subject to a fee), please consult at the reception desk. Free luggage storage is available at any time until departure.

Adapters/extension cables

All guest rooms are equipped with a type F plug (Schuko, voltage 220 volts). If you need a different travel plug, analog adapter, Wi-Fi access/cable, or extension cable, you can obtain one at the reception desk for a deposit of CHF 15.00.

Alarm clock / wake-up service

Your TV has a built-in alarm clock. The reception desk will be happy to take your wake-up requests.

Air conditioning

Each room has individually controlled air conditioning that can be used for cooling and heating. Please think of the environment and turn off the air conditioning when you leave the room.

B

Baby cots

If you require a baby cot in your room, please contact reception. We will be happy to provide one free of charge.

Bank

The nearest bank, Raiffeisenbank, is located in the village center, just 2 km from the hotel. You will find an ATM here.

Bedding

Our reception will be happy to provide you with additional pillows, sheets, or duvets.

We change the bedding every three days. Would you like a daily change? No problem, just let the reception know.

We use hygienic mattress and pillow covers (encasings). The mattresses and pillows are deep cleaned annually.

Allergy-friendly bedding is available on request. Additional blankets and pillows are available on request. We have a selection of different types of pillows (synthetic, down, etc.) available for you.

Bicycles

We have 4 bicycles available for you to borrow. Please contact the reception desk in good time. We accept no liability for damage or accidents. These must be covered by your insurance.

Blanket

If you would like an extra blanket, we will be happy to bring one to your room. Our bed linen is suitable for allergy sufferers.

Breakfast times

You can enjoy our breakfast buffet from Monday to Friday from 6:30 a.m. to 10:00 a.m. and on Saturdays, Sundays, and public holidays from 8:00 a.m. to 10:00 a.m. in the Pilatus-Stübli.

If you are leaving early, please let us know: an early express breakfast is available on request by 9:00 p.m. the evening before (details at reception).

Swiss breakfast buffet

Coffee / tea / milk / milk mix drinks
(Ovomaltine & Caotina)

Orange & apple juice

Selection of bread & rolls / croissants / pastries

Cooked ham / cold cuts / salami

Swiss hard & soft cheese

Raw vegetables according to season

Muesli / cornflakes / dried fruit / grains

Natural yogurt and Bircher muesli

Seasonal fruit

Various types of jam / honey / nut cream

Butter / margarine

Breakfast egg

If you have any food intolerances, please ask our staff for alternatives.

C

Car rental

We recommend the nearest car rental company in Kriens: Avis Autovermietung AG, Sternmatt 9, 6010 Kriens - Tel. (0) +41 41 310 16 16

Car repair shop

Do you have a minor defect in your vehicle? Our staff will be happy to provide you with information about the nearest authorized repair shops.

Children

Children up to the age of 6 stay free of charge in their parents' bed. Baby cots are free of charge. We are happy to provide extra beds in your room for an additional charge of CHF 50.00.



Cleaning/laundry

We offer a laundry service from 9:00 a.m. to 4:00 p.m. - orders can be placed at reception. The laundry lists with prices are located in the wardrobe in your room.

City maps

Available free of charge at reception on request.

Sockets -

Each hotel room has a Euro plug integrated into the work area.

Credit cards

We accept the following payment methods: American Express, Eurocard, Visa Card, Mastercard, Maestro.

Coffee/tea

A selection of teas and coffee is available free of charge 24 hours a day in the honesty bar on the ground floor.

D

“Please do not disturb!”

Hang the sign provided on the outside of your hotel room door if you do not wish to be disturbed or do not want your room to be cleaned yet. We will air the room and take away the rubbish every day.

Doctor

Current information about emergency doctors is available at reception. In urgent cases, medical information is available by calling:

0900 11 14 14 (please note: this is a chargeable service, 3.23 per minute)

E

Electricity

220 V voltage available throughout the building.

Escape routes

In the event of a fire, please refer to the escape route plan on your room door and the signs in the corridors. These will show you the shortest route to the nearest emergency exit.

Emergency number

Manager on duty (9:00 p.m. - 6:30 a.m.)

+41 (0) 78 666 68 23

Police 117

Fire department / 118

Emergency doctor / 144

Emergency exits & escape routes

The emergency exits are marked on each floor (green sign). Please do not use the elevator in the event of a fire alarm. Escape instructions can be found on the inside of your room door.

Excursions

Information and brochures are available on our website under “Region & Leisure” or at the reception desk.

Express check-out

To avoid long waiting times at check-out, we offer you the option of settling your bill on the day of arrival. For online reservations, the city tax must be paid directly at the hotel.

Escape routes

In the event of a fire, please refer to the escape route plan on your room door and the signs in the corridors. These will show you the shortest route to the nearest emergency exit.

F

Fans

Available free of charge from 9 a.m. to 9 p.m. at reception.

Flowers

Our reception will be happy to assist you with purchasing flowers.

Fire alarm

Please follow the instructions of our staff. You will also find instructions on the inside of the door. Please do not use the elevator in case of fire. The SOS emergency number is: 118

Fire

The action and emergency plan can be found in the appendix.

WHAT TO DO IN THE EVENT OF A FIRE

1. ALERT

Call the fire department at 118
(provide location, street, incident, name,
address)

Inform the manager on duty (0 78 666 68 23)

2. RESCUE

Rescue people and animals

Close windows and doors

Leave the scene of the fire via the marked
escape routes,

do not use the elevators under any
circumstances

If there is smoke in the corridor or stairwell, stay
in your room,
seal the doors and wait for the fire department
at the window

3. EXTINGUISH

Fight the fire with suitable means

Direct the arriving fire department

Do not risk your own life



☎ TELEPHONE

Emergency in the building (0) 078 666 68 23
Fire department (0) 118
Police (0) 117

Rating - Feedback:

We look forward to your rating. It's the only way we can improve every day. Thank you for your support!

H

Hairdresser

Are you looking for a good hairdresser? Please ask at reception. Our staff will be happy to make an appointment for you.

Hygiene products & cosmetics service

Sewing kits, blankets, pillows, hygiene and cosmetic items are available free of charge 24 hours a day at the honesty bar.

Honesty bar

Small snacks and chilled drinks are available 24 hours a day in the lobby on the ground floor. Please note your consumption on the slip and bring it to the reception desk upon departure.

High-speed Internet:

All our rooms and public areas are equipped with wireless LAN. This service is free of charge for hotel and restaurant guests.

WiFi / WLAN ACCESS

Log in via the network "Waldegg" with the password provided by the reception desk. If you encounter any problems, please contact the reception desk/manager on duty.

I

Ironing service

Upon request, we can bring an iron and ironing board to your room.

Ice cubes

Available free of charge from our service staff during restaurant opening hours.

L

Lounge

Our reception hall is available 24 hours a day.

Lost item

Any items left behind in the rooms will of course be kept safe by us.
We will be happy to send them to you by post. We reserve the right to charge you for the postage.

Leisure

MINIGOLF - The "Felmis" minigolf course is less than 5 minutes away by car.

JOGGING - Several jogging trails start right at the Waldegg - we would be happy to provide you with further information on suitable routes.

ALLMEND INDOOR POOL - A water area of 1,000 m² spread over five pools offers plenty of swimming fun for everyone.

Just a few minutes' walk from the hotel.

ALLMEND FITNESS PARK - The symbiosis of fitness and wellness ensures relaxation and increases well-being in the long term. Just a few minutes' walk away.

SHOPPING - The nearby city of Lucerne offers a wide range of shopping opportunities. 7 minutes by car or bus (line 20) or 3 minutes by train (S 3).

Luggage service

If you need help with your luggage or would like to store it at the hotel until your departure, please contact the reception desk. This service is available from 6:30 a.m. to 10:00 p.m.

Luggage storage

We offer secure luggage storage for our arriving and departing guests.

M

Magazines

Magazines are available free of charge in the lobby.

Mineral water

Available 24 hours a day from the refrigerator in the honesty bar on the ground floor for a fee. Additional beverages and food can be ordered directly from the service staff.

Mattresses

Our mattresses and pillows are all equipped with special hygienic covers (encasings) that kill any mites and ensure that no residual moisture remains.

Multilingual staff

Our staff are all multilingual and keen to answer your questions to your complete satisfaction. The languages spoken in our hotel include German, English, French, Spanish, Portuguese, Italian.

Museums

We are happy to provide you with information about museums and exhibitions in and around Lucerne.

P

Pets

Dogs are very welcome here. We charge an additional fee of CHF 20.00 per dog for overnight stays in hotel rooms. Dogs are not allowed on the beds or sofas.

If additional cleaning (dog hair, etc.) is necessary, we reserve the right to charge for this.

Your four-legged friends are also welcome in our restaurant, but please be considerate of our other guests. Exception: Pets are not allowed in the breakfast room (buffet)

Pharmacy

The Amavita pharmacy is located in the village: Gemeindehausplatz 17, 6048 Horw - Tel. (0) +41 58 851 3 254

Printing documents We are happy to photocopy documents for you. This service is available daily from 9:00 a.m. to 9:00 p.m. at the reception desk. (Photocopies cost CHF 0.30 per page).

Parking spaces

Parking spaces are available free of charge all day directly at the hotel.

Post

You can drop off your mail at the reception desk. You can also purchase stamps and Waldegg cards there. The nearest post office is in the village center, about a 10-minute walk from the hotel.

R

Restaurant

Our restaurant "Arvenstube" is open Monday to Saturday from 3:00 p.m. to 11:30 p.m. and on Sunday from 10:00 a.m. to 10:00 p.m.

Room Service

For an additional charge of CHF 10.00, we will be happy to serve your desired meal in your room.

Reception

The reception desk is staffed by our employees from 6:30 a.m. to 9:00 p.m. The restaurant staff will be happy to assist you outside of these hours.

S

Safe

All rooms are equipped with a safe. Instructions are provided. The safe is located at the top of the wardrobe. The hotel accepts no liability for valuables left in the room.

Soundproofing

Our hotel has soundproof windows so that you can relax in peace. Our rooms are also equipped with sound-absorbing doors.

Shoes / Shoeshine service

Would you like to have your shoes cleaned? A shoeshine machine is available in the basement.

Shoehorn / Shoe spoon

You will find these in your wardrobe in your room.

Sewing service

Our sewing service is available for small sewing jobs. Please contact reception. You can also obtain sewing kits from reception. For larger sewing jobs, we work with an external studio. Please contact reception.

Smoking

Please note that smoking is prohibited throughout the entire building. Smoking at open windows is also strictly prohibited. You may smoke outside the building at any time. Ashtrays are available around the clock on the terrace by the restaurant. In the event of misuse, the costs (fire department, special cleaning) will be charged.

Stamps

Stamps, stationery, and envelopes are available at the reception desk. This service is available from 6:30 a.m. to 10:00 p.m.

T

Tap water

Enjoy our regional drinking water, which is of excellent quality. Carafes are available in the honesty bar for this purpose.

Taxi

The reception staff will be happy to order a taxi for you.

Table reservations

We are happy to take your reservations for the restaurant at the reception desk.

Train station

Lucerne main station is approximately 7 km from the hotel. We are easily accessible by bus (line 20), S-Bahn (S 3), or taxi. The reception will be happy to order a taxi for you at the desired time.

If you have any food intolerances, please ask our staff for alternatives.

TV channels

Our TV system offers over 30 channels in various languages.

W

Alarm clock / Wake-up service

Your television has a built-in alarm clock.

Ein paar einfache Tipps, die uns helfen, unsere Umwelt zu schützen
Easy tricks to help us protect the environment

Energie / Energy

Bitte schliessen Sie die Fenster, wenn die Heizung oder die Klimaanlage eingeschaltet sind.
Please remember to close the window(s) when the heating or air conditioning is on.

Löschen Sie das Licht, wenn Sie das Zimmer verlassen.
Switch off the light when you leave your room.

Benutzen Sie die zahlreichen öffentlichen Verkehrsmittel, wenn Sie unterwegs sind.
When visiting the city, feel free to use the many public transport services.

Wasser / Eau / water

Melden Sie allfällige Lecks / *Inform us of any leaky faucets.*

Lassen Sie nicht unnütz Wasser laufen. /
Don't leave water running needlessly. Make sure faucets are turned off securely.

Werfen Sie bitte nur WC-Papier in die Toilette. Ansonsten steht ein Abfalleimer bereit.
Only dispose toilet paper in the toilet. For other products a waste basket is provided.

Der Umwelt zuliebe wechseln wir die Bett- & Frotteewäsche auf Wunsch (am Boden liegend) oder ansonsten alle 3 Tage.
To conserve energy and water, during your stay bed linens and towels will be replaced every 3 days or more frequently if needed or requested.

Bitte geben Sie keine giftigen Stoffe ins Lavabo & Toilette, um die Kläranlage nicht zu belasten.
Please do not throw any chemical products in the toilet & sink, as this could disrupt the water treatment process.

Abfall / Dechet / waste

Helfen Sie uns, Abfälle zu trennen / *please help sorting waste:*

- Zeitungen, Glas- & Plastikflaschen im Papierkorb im Zimmer
- *Use waste bin in the room for newspapers, glass and plastic products*
- Übriger Abfall im Abfallbehälter im Badezimmer
- *Use the bin in the bathroom for other waste*

Gebrauchte Batterien können Sie am Empfang deponieren.
Used batteries you can dispose of at the front desk.

Um unnützen Abfall zu vermeiden, werden diverse Gästeartikel am Empfang abgegeben.
To avoid unnecessary waste, complimentary toiletries are available at the front desk.