



## Hotel A-Z

We wish you a wonderful stay with us and are happy to assist you with any questions.

A-Z	Information
<b>Adapter</b>	International adapters are available at the front desk for a deposit of CHF 10.
<b>Air Conditioning</b>	<p>Air conditioning is not available in the rooms. On hot days, we recommend closing the blinds in the morning to keep the temperature low. Closed windows also help maintain a balanced temperature.</p> <p>On cold winter days, we are happy to provide additional blankets or portable heaters. Please ask at the front desk, if needed.</p>
<b>Allergies</b>	<p>Do you have allergies or food intolerances? Please let us know as soon as possible. We will adjust your meals accordingly.</p> <p>Our mattresses and pillows are equipped with ENCASING covers. The unique Evolon fabric provides effective protection against dust mites and house dust.</p>
<b>Baby crib</b>	We are happy to provide a crib in your room upon request. Please contact the front desk to arrange this.
<b>Bathrobe</b>	Bathrobes are available at the front desk. We charge CHF 5 for the rental, plus a deposit of CHF 20.



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<b>Bathroom stool</b>	We are happy to provide you with a bathroom stool upon request. Please contact the reception desk for assistance.
<b>Beverages</b>	Drinks such as tea, coffee, soft drinks, wine, and beer are available at the Honesty Bar. Information about our beverages is available at the restaurant.
<b>Bicycle</b>	You can park your bicycle in the designated bike racks in the courtyard. Upon request, you can park your bicycle in our garage, where it will be locked up and secure. Please note that access to the garage is only available during reception hours from 8 AM to 9 PM (at own risk).
<b>Breakfast</b>	The breakfast buffet is in the main building (Rigihaus). If you're coming to the hotel from the lake side, it's on your right. Breakfast is served daily from 7:30 AM to 10:00 AM.
<b>Check-In</b>	Your room will be available from 3:00 PM.
<b>Check-Out</b>	Please vacate your room by 10:00 AM and return the key to the front desk. You are welcome to leave your luggage at the front desk.
<b>City Tax</b>	<p>The city and resort tax is a tourism fee paid per night and used to fund the municipality's tourism infrastructure and services. Children under 16 are exempt from the city and resort tax.</p> <p>Costs:</p> <ul style="list-style-type: none"> <li>▪ April 1 to October 15: CHF 4.80</li> <li>▪ October 16 to March 31: CHF 3.30</li> </ul>
<b>Cooking</b>	Cooking in the room is prohibited.
<b>Copies</b>	Copies can be made at the front desk for a fee (per copy). Please inquire at the front desk for exact prices.
<b>Do Not Disturb</b>	If you do not wish to be disturbed in your room or do not require room service, you take the "Do Not Disturb" sign, which you have in your room, and hang it on the outside of your room door.
<b>Doctor</b>	Emergency medical service (Doctor on Call – CHF 3.23 / Min.): 0900 11 14 14
<b>Emergency Numbers</b>	<ul style="list-style-type: none"> <li>▪ International general emergency number: 112</li> <li>▪ Police: 117</li> <li>▪ Fire Department: 118</li> <li>▪ Ambulance: 144</li> <li>▪ Poison Aid: 145</li> <li>▪ Rega: 1414</li> </ul>
<b>Extra Blanket &amp; Pillow</b>	We are happy to provide additional blankets and pillows upon request.

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<b>Fire Prevention &amp; Emergency Procedures</b>	<p>Comprehensive fire prevention measures have been implemented throughout our hotel. Monitoring is provided by an automatic fire alarm system, by staff during the day, and by the fire brigade at night. Please follow the rules:</p> <p><b>When occupying your room</b> Please take note of the escape plans on your room door (emergency exits, staircases, fire extinguishers).</p> <p><b>In case of fire</b></p> <ul style="list-style-type: none"> <li>▪ Pay attention to alarms and remain calm</li> <li>▪ Follow instructions from hotel staff or the fire brigade</li> <li>▪ Do not use the elevator</li> <li>▪ Assembly point is the parking lot next to the hotel</li> </ul> <p><b>If a fire is discovered</b></p> <ul style="list-style-type: none"> <li>▪ Report immediately (Reception or Fire Department 118)</li> <li>▪ Close doors and windows</li> </ul> <p><b>If smoke is in the corridor</b></p> <ul style="list-style-type: none"> <li>▪ Stay in your room</li> <li>▪ Keep the door closed</li> <li>▪ Make yourself visible at the window</li> </ul> <p><b>For fire prevention</b></p> <ul style="list-style-type: none"> <li>▪ No smoking anywhere in the hotel, including balconies</li> <li>▪ Do not dispose of smoking materials or matches in waste bins</li> <li>▪ Do not use candles or incense sticks in the rooms</li> <li>▪ Do not use personal heating devices</li> </ul>
<b>Guest Card</b>	<p>Upon payment of the city tax, you will receive the guest card for the region "Weggis Vitznau Rigi, Lucerne. This card entitles you to various discounts. A list of these can be found on the information board in the lobby. The front desk will be happy to print out the guest card for you.</p>
<b>Guest Laundry</b>	<p>You are welcome to drop off your laundry in a laundry bag for cleaning. You can pick up a laundry bag at the front desk. For washing, drying, and ironing, the following prices per item apply:</p> <ul style="list-style-type: none"> <li>▪ Blouses CHF 4.50</li> <li>▪ Trousers CHF 4.50</li> <li>▪ T-Shirts CHF 3.50</li> <li>▪ Socks (pair) CHF 1.50</li> <li>▪ Underwear CHF 2.00</li> </ul>
<b>Honesty Bar</b>	<p>Our Honesty Bar is available 24 hours a day. Enjoy coffee, tea, soft drinks, alcoholic beverages (beer, wine), and snacks. Please inform the reception about your consumption or note it on the provided list.</p>
<b>Hotel Entrances</b>	<p>The hotel entrances are automatically open from 8.00 AM to 9.00 PM. Outside these hours, they are closed. You have an additional key attached to your room key, which allows you to open the doors at any time.</p>
<b>Information</b>	<p>You receive all kinds of information, brochures, and flyers at the front desk. Our front desk team is happy to assist you with advice and further information between 8.00 AM and 9.00 PM.</p>

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<b>Internet</b>	<p>We offer free wireless LAN (high-speed Internet) throughout the hotel. You can log in to the WiFi as follows:</p> <ul style="list-style-type: none"> <li>▪ Select network: Free_Hotel_Rigi</li> <li>▪ Open your web browser: www.pwlan.ch</li> <li>▪ Select: SMS Login</li> <li>▪ Enter your mobile number with country code</li> <li>▪ A code will be sent via SMS</li> <li>▪ Enter the code, accept the Terms and Conditions, and log in</li> <li>▪ No need to log out when ending your session</li> </ul>
<b>Iron &amp; Ironing Service</b>	<p>Upon request at the front desk, we will gladly provide you with an ironing board and an iron free of charge. Our housekeeping team can also iron your laundry on request. Between 9 AM and 4 PM, your laundry will be returned within one hour. Prices per item can be found under Guest Laundry.</p>
<b>Key</b>	<p>Your electronic room key also serves as a master key, giving you access to both red entrance doors and the front door of the lake house. Please always take the key with you in the evening, as the buildings are automatically locked at 9:00 PM.</p> <p><b>If you need to use our on-call service at night for access to the building or your room, a flat fee of up to CHF 80.00 per call will be charged.</b></p>
<b>Lake Access</b>	<p>Enjoy our hotel's private, direct access to the lake. Bath towels are available at the reception.</p>
<b>Late Check-Out</b>	<p>Subject to availability, we are happy to offer a late check-out. Please inquire at the front desk.</p> <ul style="list-style-type: none"> <li>▪ Until 2:00 PM 50% of the accommodation cost</li> <li>▪ After 2:00 PM 100% of the accommodation cost</li> </ul>
<b>Laundry Change</b>	<p>For ecological reasons, towels are only replaced when left on the floor. If they are hanging, it means you do not wish a change. If you would like a daily bed linen change, please inform the reception.</p>
<b>Lido / Indoor Pool</b>	<p>The Weggis Lido/Indoor Pool is located approximately 300 m along Seestrasse toward Hertenstein. The opening hours are posted on the information board in the main building. (Free admission with the Weggis guest card).</p>
<b>Lost and Found</b>	<p>Lost items are kept for six months. Please contact the front desk if you've left something behind.</p>
<b>Luggage</b>	<p>If you need help with your luggage, we are happy to assist you at the front desk. We are happy to store your luggage for you at the front desk on your arrival or departure day. We assume no liability for stored luggage.</p>
<b>Newspapers</b>	<p>Daily newspapers and magazines are available for you daily in the restaurant.</p>
<b>Parking</b>	<p>The hotel does not have its own parking lot. There are approximately 30 paid parking spaces available next to the hotel (Unterdorf). Additional parking is available near the indoor pool/Lido.</p> <p>You can pay the parking fees directly via the parkingpay app or TWINT or pay at the meter with coins.</p>
<b>Payment Methods</b>	<p>You can pay at the front desk using the following methods: cash, Mastercard, Visa, Maestro, V-Pay, TWINT and Postcard.</p>

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Pets	We charge CHF 10.00 per dog per day (food not included). For hygiene reasons, dogs are not permitted in the restaurant.
Post / Stamps	A mailbox is located directly across from the hotel at Seestrasse 52. Stamps are available for purchase at cost upon request.
Public Transportation	<p>Seminar-Hotel Rigi is easily accessible by public transportation.</p> <p><b>By train and bus from Luzern</b> The S3 runs every 30 minutes from Lucerne to Küsnacht am Rigi; from there, you can take the bus (line 502/508) to Weggis Dorfplatz. From there, it is a 10-minute walk to the hotel.</p> <p><b>By train and bus from Zürich</b> From Zurich, take either the IR70 to Lucerne and then the boat to Weggis, or the IR75 to Rotkreuz, then the B653 bus to Küsnacht am Rigi, Honegg, and then the B508 bus to Weggis Dorfplatz.</p> <p><b>By boat</b> Direct connection from Lucerne to Weggis (approx. 50 minutes).</p>
Quiet Hours	Starting at 10:00 PM, we ask that you comply with quiet hours in the hotel, as well as in the courtyard and the lakeside garden. Thank you for your cooperation.
Reception	We are here for you starting at 8:00 AM and are usually open until 9:00 PM. In case of emergencies, you can reach us 24 hours a day.
Restaurant	<p>We look forward to treating you to a culinary experience in our restaurant. Please let us know in advance so we can plan accordingly. Our restaurant's hours are as follows:</p> <ul style="list-style-type: none"> <li>▪ Breakfast: 07:30 AM – 10:00 AM</li> <li>▪ Lunch: 12:00 PM – 02:00 PM</li> <li>▪ Dinner: 06:00 PM – 09:00 PM</li> </ul> <p>For special requests (allergies, food intolerances), please contact us so our kitchen team can accommodate your needs.</p> <p><b>For your information:</b> Please notify the front desk or service staff of any changes 24 hours in advance. This means by 12:30 PM the day before for lunch and by 6:30 PM the day before for dinner. If you cancel later than this, you will be charged for the meals. Thank you for your understanding.</p>
Room Cleaning	Rooms are cleaned daily.
Safe	Our rooms are not equipped with a safe. You are welcome to leave your valuables at the reception desk. We will store them for you in our Hotel safe.
Sewing Kit	A sewing kit is available free of charge at the front desk.

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<b>Shoe cleaning sponge</b>	A sponge is available free of charge at the front desk.
<b>Smoking / Candles</b>	<p><b>Smoking is prohibited throughout the hotel, including on room balconies. A fee of CHF 250.00 will be charged for non-compliance.</b> If you have any questions, please contact the front desk. We ask that you limit smoking to the garden area.</p> <p>For fire safety reasons, candles or incense sticks should not be lit in the rooms or halls, as our fire alarms are very sensitive and this could trigger a fire alarm.</p>
<b>Taxi</b>	Rigi Taxi will gladly take you to your desired destination, subject to availability. They can be reached at +41 79 850 90 00.
<b>Telephone</b>	Feel free to use the telephone at reception for external and international calls (charges apply according to usage).
<b>Toiletries &amp; Slippers</b>	<p>Toiletries such as toothbrushes (including toothpaste) and shaving kits, as well as slippers are available at the front desk upon request at the following prices:</p> <ul style="list-style-type: none"> <li>▪ Toothbrush set: CHF 6.00</li> <li>▪ Slippers: CHF 5.00</li> <li>▪ Shaving kit: CHF 4.00</li> </ul>
<b>TV</b>	Our rooms are equipped with a TV featuring international channels and radio stations. A channel guide is available at the reception upon request.
<b>Umbrella</b>	We are happy to provide you with an umbrella during your stay for a deposit of CHF 20. Please return it by checkout at the latest.
<b>Wake-up Service</b>	Please contact the front desk directly if you would like a wake-up call.
<b>Water</b>	The tap water is safe to drink. You can also buy mineral water at reception.