

Guest information A-Z



Arrival and departure

The rooms are available from 3 p.m. on the day of arrival. In order to enable the next guest to move into a clean room in good time, we ask you to vacate the rooms by 11.00 a.m. at the latest on the day of departure.

Adapter (Europe - Switzerland - International)

For a deposit of CHF 20.00 we will be happy to lend you the appropriate adapter at reception.

You can also borrow various charging cables from reception for a deposit of CHF 20.00

Alarm

📞 Keep calm, contact reception (511), do not use the elevator, Follow the instructions of the staff! Escape plan hanging on your room door (see assembly point).

Assembly point

In the event of an alarm, please remain calm and follow the instructions of our staff. The assembly point is at the farmhouse, the white building opposite the hotel.

ATM

The nearest ATM is in Vitznau at the boat station.

Banks

in Weggis

Lucerne Cantonal Bank ☎ +41 844 822 811
Raiffeisen Bank ☎ +41 41 859 19 19

in Küsnacht am Rigi

Credit Suisse ☎ +41 41 854 71 71
Raiffeisenbank am Rigi ☎ +41 41 859 19 19
Schwyz Cantonal Bank ☎ +41 58 800 20 20
UBS ☎ +41 41 854 26 26
Savings Bank Schwyz AG ☎ +41 41 854 41 00

Bath accessories

Bath towels and swimwear can be borrowed from reception.

Bed linen

Your bed linen is changed every 3rd day for the sake of the environment. We can change these daily on request. Bed linen for allergy sufferers is also available.

Please contact the reception from 08.00 - 20.00 hours

Boredom

Boredom should not be an issue at the Hotel FloraAlpina, in this wonderful, uniquely beautiful area of Lake Lucerne.

Our reception staff have hiking and excursion tips ready for you.

Boat rental

Boat rental at "Central" at Parkstrasse 1 in Weggis. Various boats can be hired here.

☎ +41 41 392 15 15

Breakfast

Breakfast is served from 07.00 to 10.30 in the restaurant on the first floor.

Car service

Problems with your car? The staff at Dorfgarage Vitznau A. Hetemi will be happy to help you. ☎ +41 41 397 14 44

Charging cable

Various charging cables can be borrowed from reception for a deposit of CHF 20.00.

Church services

Protestant church, Vitznau
every 2nd Sunday, 09.15 a.m.

Roman Catholic Church, Vitznau
Wednesday, 09.00 a.m.
Sunday, 09.00 a.m.

Children

Children are welcome at . If you need a crib, please ask at the reception (CHF 15.00 per bed).

Highchairs for the little ones are available in the restaurant.

You will also find painting materials and toys at the reception.

Cinema

In Lucerne, the cinema program changes weekly.

You will find the current program in the Luzerner Zeitung, which is available in the Salon.

Kitag Cinemas Capitol Lucerne
Kitag Cinemas Modern Lucerne

Coat hanger

☎ Please contact our reception 511.

Culture

Central Switzerland is rich in cultural offerings. Brochures are available at the reception desk.

Country codes

Germany	0049
Austria	0043
Great Britain	0044
Italy	0039

We will be happy to search for your desired country code.

Diseases/allergies

If you have an intolerance, please inform the service staff.

We are happy to offer you an alternative at mealtimes.

Doctor

☎ You can reach us at any time at the reception desk at 511 and can call a doctor at any time if you have any medical concerns. Otherwise, dial the emergency number in the evening and at weekends:

☎ 0840 61 61 61

☎ 144

Dogs

We are a very dog-friendly hotel and are happy to welcome your four-legged friend free of charge.

We ask you to keep your dog on a lead throughout the house and in the immediate vicinity and to dispose of its droppings properly after it has done its business. The cows and goats on our grounds will thank you.

E-bikes

Our 2 e-bikes are available to you by prior arrangement.

Rental prices

Up to 4 hours CHF 25.00 per bike

Up to 8 hours CHF 45.00 per bike

Fire protection

We attach great importance to the safety aspect.

However, please study the escape plan on the back of your room door.

Fitness

Our small fitness area is located at the entrance to the wellness area on floor K and is open from 07:00-21:00.

Flowers

If you would like to surprise someone with flowers, the reception will be happy to take your order.

You can also obtain flower vases from the reception desk, tel. 511.

Found objects

All items found in the rooms after your departure will be dated and kept for one year. Do not hesitate to call us after your vacation if you have lost something.

Games

Many different games for young and old can be borrowed from reception.

General practitioners:

Dr. med. Uwe de Groot: ☎ +41 41 828 12 44 (Gersau)

Dr. med. Doreen Hug: ☎ +41 41 390 24 34 (Weggis)

Hair dryer

There is a hairdryer in the closet in your room.

Hiking

You can find lots of hiking tips in our "Hiking guide", which you can download from our homepage or borrow from reception.

You can find hiking routes and maps of the region at our reception or at www.schweizmobil.ch

We have the following rental items available for you:

- Backpacks
- Hiking poles
- Thermos bottles
- 1st aid kits

To purchase your own equipment, we recommend our cooperation partner ["trail and outdoorshop.ch"](http://trailandoutdoorshop.ch) in Küssnacht am Rigi.

The Regula & Bamidele Rolf Engel family will give you competent and friendly advice.

Hospitals

Lucerne Cantonal Hospital ☎ +41 41 205 11 11

Schwyz Hospital ☎ +41 41 818 41 11

Ironing/straightening

Items of clothing can be handed in at the reception from 08.00 to 17.00.

You will find a price list in your closet by the laundry bag.

Opposite room 119 you will find the ironing room.

Ice

You can buy ice cubes or crushed ice in the restaurant.

Key

Always take the "small key" with you when you leave the hotel. Our entrance door is locked from 10 p.m. and can only be opened with the "small key". If you have forgotten it, press the night bell. The door will then be opened in approx. 15-20 minutes.

Kiosk

You can buy various souvenirs at the reception.

Have you made up your mind? ☎ Register at the reception 511 by 20.00 hrs.

Late Check-Out

If you prefer to check out a little later (for an extra charge), please ask at reception. We can only grant you late check-out if our capacity utilization allows it.

Leisure time

There is a wide range of leisure activities for our guests around Lake Lucerne: sailing, surfing, hiking and walking, classical and folkloristic concerts, etc. There is something for everyone. There is something for everyone.

We will be happy to help you find the right one at reception.

Luggage compartment

Our luggage room is located right next to the reception. You can store your luggage there free of charge at any time.

Museums

There are many must-see museums in Central Switzerland. Here is a small selection:

Lucerne:	Alpineum, Historical Museum, Glacier Garden, Nature Museum, Art Museum, Museum of Transport and many more.
Hergiswil:	Glasi
Kriens:	Museum in Bellpark
Schwyz:	Federal Charter Museum, Forum of Swiss History

Parking lots

Covered and uncovered free parking spaces are located next to and below the hotel entrance.

Pillow

Our selection for the path to the land of dreams

Neck support pillow	40x70cm, visco foam hard organic millet
pillow	30x40cm, organic millet chaff
Neck roll	15x40cm, polyester fiber balls
Synthetic pillow	60x90cm
Feather pillow	60x90cm

Please do not disturb

If you want to rest, hang the "Do not disturb" sign on the outside of the room door. Do not forget to remove the sign when you leave the room.

Post

Our hotel mailbox at the reception is emptied once a day at 09.00 am.

Postcards

You are welcome to buy various postcards at the reception.

Pharmacy

If you need medication, you can find it at Holzgang Apotheke AG, Unterdorfstrasse 8 in Küssnacht am Rigi or at Apotheke Rütli, Bahnhofstrasse 1 in Brunnen.

Radio

Various radio stations are available via the TV set from channel 700.

Reception

Our reception is open from 07.00 to 22.00 (until 21.00 in the low season). ☎ At night you can reach our night service at 555.

Room service

Drinks service	☎ 511 09.00 -20.00
Dining service	12.00-13.30 and 18.00-20.00
Service costs	CHF 10.00
Waiting time	approx. 30 minutes

Sewing kit

A small sewing kit is available free of charge at reception.
For smaller sewing jobs, please contact the reception.

Shine shoes

There is a shoe shine machine on the 1st floor, which you are welcome to use. There is a shoe drying room in the basement. For coarse dirt, we have a shoe washing station available on the lower parking lot level.

Shuttle service

Our hotel bus will take you to Vitznau and back free of charge. Please arrange times with the reception.
For transfers over longer distances, we are happy to recommend a cab company.

Stamps

You are welcome to buy stamps at the reception.

Supermarket

You will find a "VOLG" store in Vitznau on Seestrasse.

Synthetic bed content

You are welcome to obtain synthetic bedding at reception.
Please let us know between 8.00 am and 5.00 pm.

Telephone

For the external line, you must add a 0 before the area code

Timetables

Train, boat and bus timetables are available at reception.

Towels

We change your towels daily.

Tourist Information

Vitznau Tourism

May 1 - September 30

Monday - Friday from 08.30 to 12.00 and from 13.00 to 17.30

October 1 - April 30

Monday - Friday from 8.30 to 12.00 and from 13.00 to 17.00

TV program

Press the "Guide" button on the TV remote control to view the current TV program

Water

You are welcome to fill up and enjoy the empty glass bottle in your room with our Vitznau spring water. We support the [Water for Water](#) project. More detailed information is available at reception or in the restaurant.

Laundry - Service

You will find a laundry bag for your dirty laundry in your closet. Please fill in the enclosed list and hand it in at reception together with the laundry bag. If you bring the laundry to us by 09.00 a.m., you will receive it back by 6.00 p.m. on the same day. Laundry after 18.00 only on request.

Wake-up service

If you would like to be woken up, please let reception know between 7.00 am and 9.00 pm.

Valuables

No liability is accepted for valuables, cash and checks in the rooms. There is a safe in your room.

Wellness

Our wellness area is open daily from 09:00 to 21:00. In the outdoor area you will find the whirlpool and the Finnish sauna (open all year round), as well as the pool (open from May to October). Inside there is a bio sauna, a steam bath and a relaxation room.

W-Lan

Our W-Lan is available to you free of charge. Network name: FloraAlpina. You do not need a password.

Newspapers / Magazines

Newspapers from all over Switzerland and various magazines are available for you in the foyer between the reception and the restaurant.

We wish you a pleasant stay at FloraAlpina

The FloraAlpina team