

Dear guests,

We are pleased to welcome you. If you have any questions, please contact the reception. We are here to assist you. Below you will find our guest A-Z.

A

❖ **ATM**

The nearest ATM can be found on Gotthardstrasse.

B

❖ **Bathrobe**

We would be happy to provide you with a bathrobe and slippers upon request.

❖ **Boat Station**

Behind the hotel, towards the lake, you will find the Thalwil boat station. The boats depart several times per hour from the Thalwil boat station. For more detailed information, please visit www.zsg.ch.

❖ **Breakfast**

Monday - Friday: 07:00 am to 10:00 am Saturday & Sunday: 07:00 am to 11:00 am The breakfast buffet costs CHF 28.00 per person. For children up to 12 years old, CHF 1.00 per year of age is charged. Enjoy breakfast in your room for an additional fee of CHF 8.00. For this service, please call the restaurant at extension 377.

C

❖ **Car Rental Mobility**

Cars in Thalwil: Phone number: 0848 824 812

HERTZ in Zurich: Phone number: 0848 822 025

AVIS in Zurich: Phone number: 044 296 87 87

❖ **Change of Linen**

We clean your rooms daily. We change your bed linen every 3 days. If you would like it changed more frequently, please contact our housekeeping. Housekeeping can be reached at 383. If you place your towel, etc. on the floor or it has obvious stains, the housekeeping will also change it before the 3-day period.

❖ **Check-out**

Check-out should be done by 11:00 am on the day of departure. Would you like a late check-out? Please contact the reception.

❖ **Concierge**

The reception is available 24 hours a day to assist you with your needs and requests.

D

❖ **Dining**

We recommend our restaurant, Sedartis, which offers seasonal specialties. Reserve a table at number 111. For further recommendations, please feel free to contact the reception.

❖ **Dry Cleaning**

Please contact the reception

❖ **Dogs**

Dogs are allowed at our hotel. We charge CHF 20.00 per night.

E

❖ **Edo Bar & Lounge**

Trendy drinks, a wide selection of wines, as well as cold and hot snacks, provide the perfect conditions for a relaxed evening after work - located across the street.

❖ **Emergency**

Ambulance: 144 Doctors in Thalwil: 0848 888 350 Pediatricians on the left bank of Lake Zurich: 0900 57 57 57 Dentists on the left bank of Lake Zurich: 0840 401 401

❖ **Evacuation**

Assembly Point In case of an evacuation, we gather on the other side of the street by the train station stairs.

❖ **Events**

Hotel Sedartis offers various facilities for seminars and banquets. Feel free to consult our seminar and banquet department for assistance.

❖ **Extra Bed**

We are happy to provide you with an extra bed in your room for an additional fee. Baby cots are free of charge. Please contact our reception for more information regarding prices.

F

❖ **Fire Alarm**

Hotel Sedartis has a modern fire alarm system. In case of an emergency, please follow the escape route indicated on your room door and follow the instructions of our staff.

❖ **Fitness**

You can use the fitness facilities at our partner hotel, Belvoir in Rüschlikon, free of charge. Please check in at the reception. Belvoir Wellness, Gym & Beauty is open daily from 7:00 am to 10:00 pm.

H

❖ **Hairdresser**

Thalwil has a variety of hair salons. Please contact the reception for more information.

❖ **Homepage**

You can find our website at www.sedartis.ch.

❖ **Hygiene Items**

We have additional hygiene items available in our inventory that we can provide to you free of charge. Please contact our reception.

J

❖ **Jogging**

Along the beautiful Lake Zurich. Please contact our reception for more information.

I

❖ **Invoice**

You can charge all your consumptions in the hotel directly to your room bill. Please sign the respective receipt for this purpose.

❖ **Ironing Service**

Available daily from 7:30 am to 3:00 pm. We can also arrange to have an iron brought to your room. Please contact our housekeeping department for assistance.

L

❖ **Laundry Service**

For laundry service, please drop off your clothes at the reception before 8:00 AM so that it can be washed by the evening.

❖ **Lost and Found**

Please bring any lost items to the reception. Items found by us will be kept for 1 year and can be returned upon request. Opened shampoo, shower gel, or toothpaste will not be kept. However, the hotel is not liable for items left behind and not found.

M

❖ **Massage & Cosmetics**

You can arrange massage and cosmetic appointments at our reception in our partner hotel, Belvoir. Upon request, we can organize a taxi for you or provide you with suitable public transportation connections.

N

❖ **Newspapers & Magazines**

These are available for you in the restaurant.

❖ **Night Access**

For security reasons, the entrance to the hotel is closed from 12:00 AM. If you ring the night bell at the main entrance, our night porter will open the door for you. You can use your room key to open the door between the garage and the hotel.

P

❖ **Parking**

You can use our underground parking garage for a fee of CHF 18.00 per day. Please contact the reception for assistance.

❖ **Payment**

We accept American Express, Visa Card, Master Card, V-Pay, Eurocard, Diners Club, Maestro, Postcard, and Twint. You can also pay in cash in Swiss Francs, Euros, US Dollars, and British Pounds.

❖ **Pharmacy**

Central Pharmacy at Gotthardstrasse 16a, Thalwil Open Monday to Friday from 08:30 am to 07:00 pm Open Saturday from 08:30 am to 05:00 pm Open Sunday from 10:00 am to 05:00 pm

❖ **Phone Numbers**

Reception: 111 Room Service: 377

❖ **Pillows Choose from our pillow menu:**

- Synthetic comfort pillow
- Synthetic ergonomic neck support pillow
- "Thermosoft Rollofil" pillow with polyester fiber balls.

❖ **Post**

We are happy to send your postcards or letters for you. Please bring them to the reception. The cost of the postage can be charged to your room.

❖ **Public Transportation**

Please contact the reception. You can find a boat schedule on our brochure rack in the lobby.

R

❖ **Room Service**

You can order food and drinks to your room from 7:00 AM to 10:30 PM for an additional fee of CHF 8.00.

❖ **Reception**

We are available 24 hours a day.

Charger/Adapter - available upon request. Deposit of CHF 40.00.

Umbrella - available for loan upon request.

Earplugs - available upon request.

Fax - we can send faxes upon request. CHF 2.50 (domestic), CHF 5.00 (international).

Luggage service - We are happy to assist you with your luggage.

Scanning - We provide scanning services free of charge.

Copying/Printing - We are happy to make copies or print documents for you. CHF 0.20 - 0.40 per page.

❖ **Room Service**

You can order food and drinks to your room from 7:00 AM to 10:30 PM for an additional fee of CHF 8.00.

S

❖ **Safe**

You have the option to lock your valuables in the in-room safe.

❖ **Sewing Service**

Take advantage of our housekeeping team's sewing service.

❖ **Shopping**

You will find a selection of shops on Gotthardstrasse in Thalwil. Cross the bridge at the train station.

❖ **Swimming**

In Adliswil, just a few minutes' drive from Thalwil, you will find an outdoor and indoor swimming pool at Talstrasse 10. There is a lakeside lawn just a five-minute walk away. Please note that this lawn is not supervised. Adjacent to it is a public bathing area. Alpamare in Pfäffikon is a covered water park with adventure pools and the longest water slides in Europe. It is open daily.

❖ **Swiss Quality Hotels**

International Hotel Sedartis is a member of Swiss Quality Hotels International. www.swissqualityhotels.com.

T

❖ **Take Away**

Monday to Friday (11:30 AM - 2:00 PM), choose from 3 different lunch menus, including one vegetarian dish.

❖ **Taxi**

We can arrange a taxi for you. The Thalwil taxi will take you to your destination. Credit cards are accepted.

❖ **Telephone**

Please dial "0" to obtain an outside line. We charge CHF 0.20 per minute.

❖ **Train**

You can obtain train tickets to the airport or day tickets to the city at the reception. Taking the train avoids evening rush hour traffic. The train station is located across from the hotel

Thalwil <-> Zurich Mainstation CHF 13.60 Thalwil -> Zurich Airport CHF 8.80.

❖ **Train Station**

Our windows are soundproofed to ensure you enjoy a peaceful night's sleep. Can you still hear the train? We have earplugs available for you.

W

❖ **Wake-Up Service**

Please inform the reception of your desired wake-up time the evening before.

❖ **WLAN (Wireless Internet)**

We offer complimentary internet access. Please select the network "Sedartis Guest."