



SWISS-CHALET
MERLISCHACHEN

HOTEL INFORMATION FROM A - Z

Welcome dear guests!

We are always striving to meet your requirements so that you can enjoy a nice time in our hotel.

In the following booklet you will find the most important information for your stay. Should you not find what you're looking for, our staff will gladly help you.

We wish you a pleasant stay in our hotel.

ADDRESS

Swiss-Chalet Merlischachen AG
Luzernerstrasse 204
CH-6402 Merlischachen
Tel +41 41 854 54 54, Fax +41 41 854 54 66
info@swiss-chalet.ch, www.swiss-chalet.ch

ADAPTER/CHARGER

Should you need an adapter/charger, please contact the reception. We take a deposit from CHF 10.00

BANK

The UBS & Raiffeisen banks are in Küssnacht (3km away from Merlischachen).
Opening hours Monday to Friday: 9 am to 12 am and
2 pm to 5 pm.
The next ATM is approx. 30 meters away from the hotel.

BATH INFORMATION

In the rooms of the Schloss-Hotel you will find a bathrobe and slipper for use.

BATHROBE

If you wish a bathrobe in your room, please contact the

BED LINEN

We change your bed linen every three days. If you like to have it changed earlier, please contact our reception.

BREAKFAST

A rich breakfast buffet is served daily from 6.30 am to 10 am in our restaurant. For the breakfast buffet we charge CHF 25.- per person, if not included in the arrangement.



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BUSINESS SERVICES

We offer the following facilities and services:

- Photocopies (black-white / colour)
- Express delivery service
- Fax/Scan

IRONSERVICE

If you bring your clothes between 09:00am and 05:00pm to the reception, then we will return your clothes within 1 hour.

CHECK-OUT

Check-out time is 10.30 am. Should you wish to check-out later, please ask the reception at least one day prior to your departure.

CHILDREN'S PLAYGROUND

Children`s playgrounds are at the lakeside next to our hotel or at the local school (without supervision).

DOCTOR

Should you require a doctor during your stay, please push the button "EMERGENCY / SOS" on your phone or dial the number 0840 61 61 61.

DO NOT DISTURB

If you do not wish to be disturbed, please place the "Do not disturb" sign outside your door.

DRY CLEANING

If you wish a dry cleaning, please give it us before 9 am. You will receive within 24 hours.

ELECTRIC CURRENT

The electric voltage is 230 Volts. Please check the power supply indications before usage.

EMERGENCY/ FIRE ALARM

In case of an emergency or a fire, please call immediately the reception (button on your phone) and indicate your location. All emergency exits are indicated by illuminated emergency signs. Please follow the instructions of our responsible employees.

FLOWERS

Please inform us about your flower order, so that we can order at one of our flower shops nearby.

HAIR DRYER

A hair dryer is available in your room.

SAUNA

For our hotel guests the Sauna are free to use. For external guests the daily rate is CHF 8.00 per person.

SCHLOSS-PARK

For our hotel guests is the Schloss-Park are free to use.

HYGIENIC ITEMS

If you require toothbrush, toothpaste or shaver please contact our reception.

INTERNET

You have the opportunity to enjoy free WiFi. The connecting is "Swiss Chalet Guest".



IRON

If you wish an iron in your room, please contact the reception.

JOGGING

Jogging is possible along the village. For further information please contact our reception team.

LAUNDRY SERVICE

Please use the laundry bag in your wardrobe and complete the price list. We will take the clothes out of your room and bring them back when cleaned. Please notice that the laundry closes at 4 pm, so it's not always possible to bring back the clothes the same day.

LEISURE OFFER

Please contact our reception for further information on activities. Ask at the reception for brochures or any offers.

LOST & FOUND

In case of lost luggage or other items being lost or misplaced, please contact our reception.

LUNCH BOXES

We can prepare lunch boxes for your excursion. Please inform us in advance by contacting our reception.

MAIL

Please leave your letters / postcards at the reception to be mailed for you. Stamps can be purchased at the reception.

MINIBAR

For our Schloss-Hotel guests the drinks in the Minibar is for free.

NON-SMOKING ROOMS

All our rooms are non-smoking. We kindly ask you to use our smoking areas in front of our hotels.

PARKING

The parking lots in front of our hotel is CHF 10.- per day/car.

PAYMENTS

We accept the following payment methods: Cash (CHF, USD and EURO), American Express, Mastercard, Visa Card, China UnionPay, Diners Club, Postcard, Maestro, EC-Direct and TWINT.

PHARMACY

There is a pharmacy "Zur Taube" in Küssnacht, which is 3km away. The opening hours are as follows:

Monday to Friday: 8.30 am to 12 am / 1.30 pm to 6.30 pm

Saturday: 8 am to 3 pm

Phone number +41 41 850 10 45

PIER

There is a pier in Merlischachen for the boats of the touring company of Lake Lucerne.

Please contact the reception for timetable information.

PLAYGROUND

You can use our playground at the public swimming bath Merlischachen and the playground of the public School.

RADIO

The radio is integrated in your TV. Please refer to the Section "TV and Radio Guide" for more details.

RECEPTION

The main reception is located in the lobby in the Schloss-Hotel on the ground floor.



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RESTAURANT SWISS-CHALET

In the Swiss-Chalet restaurant swiss cuisine with its finesse and complemented with popularities from around the world. Dishes are prepared with selected products from the region and wisely combined with specialities from afar. In summertime we serve our dishes as well as the breakfast on the terrace in front of the Swiss-Chalet.

SEWING-KIT

At the Schloss-Hotel**** you will receive a free sewing kit. Please ask at the reception.

SHOE-POLISHING SET

At the Schloss-Hotel**** you will receive a free shoe-polishing set. Please ask at the reception.

STAMPS

Stamps are available at the reception.

STITCH SERVICE

If you wish a stitch service, please see the reception.

TAXI / TRANSFER

Should you need a taxi or a transfer just call the reception.

TRAIN STATION

The train station of Merlischachen is 10 minutes away from the Swiss-Chalet. Follow the street direction Küssnacht for 80 meters. Then turn left into the "Bahnhofstrasse". After 150 meters you cross the railway. After the tunnel take the small way on the right to get to the train station. Please contact the reception for timetable information.

TELEVISION

For more information about the different TV channels please refer to section "TV and Radio Channels".

TOWELS

We change the towels every day on request. Our hotel is committed to operate in an environmental and social conscious manner. Thanks to simple everyday gestures you can participate in saving the environment:

- Towels on the towel rail means "I am still using them"
- Towels on the floor means "Please change towels"

VALUABLES

A safe can be found in each room, except in the Swiss-Chalet. We won't take any responsibility in case something gets lost. For guests in the Swiss-Chalet: please submit your valuables to the reception in the Schloss-Hotel. We will store your valuables in the hotel safe.

WAKE-UP CALLS

If you wish to have a wake-up call, please call our reception.



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TV CHANNELS

1	SRF 1 HD	57	zdf.kultur	118	Andalucia
2	SRF 2 HD	58	BR - alpha	119	TV Galicia
3	SRF Info	59	PHOENIX HD	120	PRPi
4	Tele 1	60	DW - TV	121	Record Int.
5	Tele Züri HD	61	tageschau 24 HD	126	BVN TV
6	Kuessnacht HD	62	n - TV	127	TV Polonia
7	Das Erste HD	63	N24 HD	132	Slovenija TV
8	ZDF HD	64	Euro News	136	RTS Sat. PTC
9	ORF eins HD	65	Tele Bärn	147	RTK 1
10	ORF 2 HD	66	Tele Basel	151	MRT Sat
11	ORF 3	67	Tele Bilingue	152	RTR Planeta
12	Servus TV HD	68	Tele M1	153	1TV Rus Europe
13	ATV HD	69	Züri Plus	173	CCTV News
14	RTL	70	Tele Top	174	CCTV 4 Int.
15	RTL 2	71	SHf	597	Kanal 9 HD
16	RTLNITRO	72	Tele D	617	Deluxe Music
17	super RTL	73	TVO		
18	SAT 1	74	Südostschweiz		
19	SAT 1 Gold	75	Schweiz 5		
20	ProSieben	78	Tele 5		
21	ProSieben MAXX	81	K- TV		
22	VOX	82	Bibel TV		
23	Kabel eins	83	Alpenwelle TV		
24	SWR BW HD	84	WWZ info		
25	BRSSÜD HD	85	BBS One HD		
26	WDR Köln HD	86	BBC Two HD		
27	hr-Fernsehen HD	87	BBC Three		
28	MDR S- Anhalt HD	88	BBC Four		
29	rbb Berlin HD	89	itv HD		
30	NDR FS NDS HD	90	itv 2		
31	3 Sat HD	91	Channel 4 HD		
32	arte HD	92	Film 4		
33	SSF	93	CBS reality		
34	sport1	94	BBC News HD		
35	Eurosport	95	BBC world News		
36	DMAXX HD	97	CNN int.		
37	SIXX	98	CNBC Europe		
38	TLC	99	Bloomberg TV		
39	HSE24 HD	100	Fashion TV		
40	VIVA CH	101	RSI LA 1 HD		
41	MTV CH	102	RSI LA 2 HD		
42	3+ HD	103	Rai 1		
43	4+ HD	104	Rai 2		
44	5+ HD	105	LA 7		
45	S1 HD	106	Rai News		
46	TV24 HD	107	Rai Sport 1		
47	Star TV HD	108	Rai Sport 2		
48	Joiz HD	109	RTS un HD		
49	CHTV HD	110	RTS deux HD		
50	Comedy/Nikelodeon	111	TF 1 HD		
51	Disney Channel	112	France 2 HD		
52	KiKA HD	113	France 3 HD		
53	EinsPlus HD	114	France 4		
54	Einsfestival HD	115	France 5		
55	zdf_neo HD	116	TV 5 monde		
56	ZDFinfo HD	117	M6 HD		



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RADIO CHANNELS

698	SRF 1 Radio	741	LoRa	786	MDR Jump
699	SRF 1 Bern	742	Zürisee	787	MDR Sputnik
700	SRF 1 BS	743	Radio Top	788	Radio eins
701	SRF 1 AG	744	Radio Pop two	791	Kulturradio
702	SRF 1 LU	745	Stadtfilter	793	NDR2
703	SRF 1 ZH	746	Munot	794	NDR Blue
704	SRF 1 SH	747	Rasa	815	Sunshine Live
705	SRF 1 GR	748	FM1	816	Country Radio CH
706	SRF 2 Kultur	749	FM1 Melody	824	BBC radio 1
707	SRF 3	750	toxic.fm	825	BBC 1 xtra
708	SRF 4 News	751	Grisha	826	BBC radio 2
709	SRF Virus	752	rro	827	BBC radio 3
710	SRF Musikwelle	755	iischers Radio	828	BBC radio 4
711	Swiss Classic	756	Radio Fr.	830	BBC 5
712	Swiss Pop	757	SWR 1 BW	831	BBC sports
713	Swiss Jazz	758	SWR 2	834	NPR Worldwide
714	Landliebe Radio	759	SWR 3	837	Rete uno
715	Radio 105	760	SWR 4 BW	838	Rete due
716	Radio Eviva	761	Das Ding	839	Rete tre
717	Energy Bern	762	SWR info	840	Rai Radio 1
718	Radio Bern 1	763	Bayern 1	841	Rai Radio 2
719	RaBe	764	Bayern 2	842	Rai Radio 3
720	BeO	765	Bayern 3	843	Rai Radio 4
721	Neo 1	766	BR Klassik	844	Rai Radio 5
722	Radio Tell	767	B5 Aktuell	845	Rai isoradio
723	Canal 3	768	Bayern Plus	846	MC 2
724	Radio 32	769	Puls	848	Radio Italia SMI
725	Radio 32 goldies	770	srf Europawelle	851	La premiere
726	Basilik	771	1Live	852	Espace 2
727	Energy Basel	772	1Live diggi	853	Coleur 3
728	Radio X	773	WDR	854	Option musique
729	Argrovia	774	WDR 3	855	Canal 3 FR
730	Argrovia Classic Rock	775	WDR 4	856	RJB
731	Kanal K	776	WDR 5	857	france int.
732	Radio Inside	777	Kiraka	879	Sky radio NL
733	Radio Pilatus	778	hr1	881	CRo radiozurnal
734	3fach	779	hr2	885	Slovenija L.
735	Radio Central	780	hr3	889	Radio Montenegro
736	Sunshine	781	hr4	895	Krai FM
737	Radio 24	782	you FM	936	Urban
738	Energy Züri	783	MDR 1	937	Hip Hop
739	Radio 1	784	MDR Figaro	940	Volksmusik
740	Radio Tropic	785	MDR Klassik	941	Schlager
				943	Kuschelsongs



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