

# A

## *Adapter*

An international socket adapter is available in the guest storage behind the hotel lobby. The voltage in Switzerland is 220 volts.

## *Allergenic bedding*

See "bedding"

## *Arrival and departure*

Our rooms are available from 2 p.m.

When you leave, we ask you to leave the room until to be released by 10:00 a.m. at the latest. Please drop your room card in the box provided in the lobby before departure.

For late check-out please consult the room maids.

## *Art*

Pictures and art objects from our exhibitions can be purchased from us.

# B

## *Bedding*

If needed an additional blanket can be provided. Please contact our room maids. Special blankets for allergy patients are also provided in the guest storage.

## *Bicycle / Bike room*

with a small workshop is accessible with your hotel card.

## *Breakfast*

Our breakfast is served daily in the restaurant in the centre building on the first floor, served from 7:00 a.m. to 10:00 a.m. Among other things we will spoil you with products from local producers.

## *Bus stop*

Is in front of the hotel.

# C

## *Cash Machine / ATM*

The nearest bank with ATM is in Unterterzen at Raiffeisenbank Sarganserland, Quartnerstrasse 29.

## *Charger*

There is a charging station behind the lobby and in the restaurant.

## *Check-in and Check-out*

See "Arrival and departure"

## ***Church***

The Catholic Church of St. Gallus is right next to the hotel.

Service calendar: <https://www.sesowa.ch/mols-murg-quarten/gottesdienste>

# **D**

## ***Dogs***

Dogs are welcome here with advance notice. For overnight stays in a hotel room, we charge a surcharge of CHF 28.00 per dog and night (up to 40cm). It is forbidden to let dogs on the beds. Your four-legged friends are also welcome in our restaurants and in the lobby. Please be considerate of our other guests. For the benefit of all guests and for safety, leashes are required throughout the entire property and in the house.

## ***Dentist***

Dr.med.dent. Oliver Kofler Dr.med.dent. Holger Adams Quartnerstrasse 1 8882 Unterterzen. Tel: +41 81 738 10 97

## ***Drinks and coffee***

Refreshments and small snacks are available from the vending machine or Nespresso machine in the hotel lobby.

# **E**

## ***Emergency exits & escape routes.***

The emergency exits are marked on each floor (green sign). In the event of a fire alarm, please do not use the elevator. Escape clues can be found in the room.

## ***Emergencies***

Police 117, fire department 118, medical emergency number 144, pharmacy, Walenstadt +41 81 735 18 28

## ***Excursions***

You can get information via the QR codes on the TV.

## ***E-mail / Internet***

See «Internet»

# **F**

## ***Fire Alarm***

Please follow the instructions of our staff. You will also find instructions in your room. In case of fire, please do not use the elevator.

## ***Front Desk / Reception***

Friendly reception staff can be reached 24 hours via the two telephones in the hotel lobby.

The reception in the centre is staffed daily from 08:00 to 17:00.

Our staff is at your disposal for information during this time.

# H

## ***Hairdresser***

Coiffeur Manuela, Unterterzen, +41 79 263 68 94

# I

## ***Information material*** (regional)

In our hotel lobby you will find regional information material.

## ***Internet / Laptop***

Our general e-mail address is: [info@hotel-neuschoenstatt.ch](mailto:info@hotel-neuschoenstatt.ch) and our website.

is located at: [www.neuschoenstatt.ch](http://www.neuschoenstatt.ch)

To connect to the Internet, you need a Wi-Fi code Quarten 8883.

You have access to the Internet throughout the house.

## ***Ironing services***

In the ski & bike room there is a washing machine, a tumble dryer, an iron, and an ironing board.

# L

## ***Luggage room / storage***

We offer luggage storage for our arriving and departing guests.

## ***Laptop***

See "Internet"

## ***Light and power***

To turn on the lights and electricity, insert your room card into the energy activation box next to the entrance.

# M

## ***Medical Doctors***

The number of the emergency doctor for Sarganserland is Tel. 0800 740 743

<https://spezialaerzte.pizolcare.ch/>

## ***Marienkapelle - Lady Chapel***

You are in a place of strength and blessing. The small Schoenstatt chapel behind the hotel is available for you to stop by.

## ***Museums***

You can find a brochure with all the museums and current exhibitions in the area in the hotel lobby.

## N

### *Newspapers (daily)*

Major daily and weekly Swiss newspapers are available in the restaurant.

## P

### *Pharmacy*

The nearest pharmacy is in Walenstadt (swidro apotheke drogerie walenstadt)  
Phone: +41 81 735 18 28 <https://swidro-walenstadt.ch/> Please inquire

### *Parking*

Hotel parking spaces are in the immediate vicinity of the house below the church.

### *Payment*

In the restaurant we accept cash and all major credit cards.

## R

### *Radio*

A wide selection of national and international programs is available on the TV in your room.

### *Room card*

If you lose your room card or need a replacement card, you can obtain additional room cards at the check-in terminal. You will need your reservation number. If you need help call us, we are very happy to help: +41 81 511 02 50.

### *Restaurants*

Breakfast	daily 07:00 - 10:00
Restaurant	daily 07:00 - 21:00
Lunch	daily 12:00 - 14:00
Dinner	daily 18:00 - 21:00

## S

### *Safe*

All rooms are equipped with a safe, the instructions can be found next to the safe. The safe is in the wardrobe.

### *Sanitary products*

If you have forgotten something at home, please contact the chambermaids.

### *Ski room*

with a small workshop is accessible with your hotel card.

### *Slippers*

Slippers can be ordered by the chambermaids.

### *Smoking*

We would like to point out that smoking is prohibited in the entire house.

### *Snacks, coffee, and drinks*

Can be obtained from the vending machine in the lobby.

### *Spa - Sauna and fitness - Vitaloase*

On the 7th floor there is a regeneration area and a viewing terrace for fitness and relaxation. This area is accessible with the room card and offers a rooftop sauna, infrared cabin, and a fitness centre with technogym training equipment.

Opening hours: Fitness: 06-22:00 Sauna: Summer - 17:00-22:00 Winter: 14:00-22:00

## T

### *Taxi*

Taxi Walensee +41 79 735 30 00

### *TV / Television*

All our rooms are equipped with a flat-screen TV and remote control.

## V

### *Vouchers*

A gift of a special kind! We will be happy to create your individual gift voucher on our website: [www.neuschoenstatt.ch](http://www.neuschoenstatt.ch).

## W

### *Washing facility*

On floor 0, in the ski and bike room, a washing machine and a dryer are available for free self-service.

### *Writing utensil and notepads*

For your notes you will find a writing utensil and notepad on your desk.