

## USEFUL **GENERAL** INFORMATION

### Emergency numbers

Police: 117

Firefighters: 118

Medical emergency: 144

Mountain rescue Kleine Scheidegg: +41 (0) 33 855 13 13

Mountain rescue Männlichen: +41 (0) 33 853 26 60



### Hotel service numbers

Reception: +41 (0) 33 856 52 00

Conciergerie: 9

Housekeeping: 516

Restaurant: 520

Bar: 519

HOTEL & SPA  
★★★★  
*Braunbär*  
WENGEN

## USEFUL GENERAL INFORMATION

### Reception

Reception is open everyday 24/7.

### Check-out - 11am

Please contact reception for any late check-out requests. After check-out, our luggage room and Spa are at your disposal.

### Payment methods accepted

Cash, Visa, Maestro, Mastercard, American Express, JCB, TWINT, Postcard

### Luggage locker

Before check-in or after check-out, luggage storage is available free of charge.

### Internet - Wifi

#### Network - Guest Braunbaer & Goldloeckchen

#### Password: HugABear

A web page opens.

Choose the hotel login and enter the room number and your surname. If there are several people in the room with different surnames, please note that only the number of the person for whom the reservation was made will work.

### Ski-room

Our ski-room is located in the basement. You can access it via the stairwell, elevator or outside door. You can leave your skis, poles and boots here.

### Lobby - Honesty Bar

Our Honesty Bar offers still and sparkling water and hot drinks.

### Karaoke

The karaoke room is located next to the bar and is open daily from 3pm to 11pm. Book directly with the bar team or by sending an e-mail to [restaurant@braunbaerhotel.com](mailto:restaurant@braunbaerhotel.com)

### Playroom for children

Next to the bar is a games room with a variety of toys for children of all ages. Various board games are also available at reception.

### Books

The books in your room and in the lobby are at your disposal during your stay. Please return them no later than check-out.

### Housekeeper

Our housekeeper will be happy to answer any specific requests you may have.

### Umbrellas

Available at reception.

### No smoking allowed

Entirely non-smoking hotel.

A fine of **CHF 200** may be imposed for non-compliance

### Phone

Calls within Switzerland: Dial 0 and your number.

Calls abroad: Dial 000 and the country code.

## USEFUL INFORMATION

### ROOMS

#### Room cleaning

Between **8:30 a.m. and 2:00 p.m.** If you require service at a specific time, please contact us. Alternatively, you can use the door hanger "Do not disturb" or "Thank you for making the room".

#### Pets

Dogs are welcome and allowed in all our room categories.

Surcharge of **CHF 25.00** per dog/night (without food).

Restricted access to the restaurant, indoor pool and wellness area.

We'll be happy to lend you a blanket and bowl for your dog during your stay.

When your dog is alone in the room, please use the "I'm alone in the room" door hanger.

#### Safe

A safe is available in your room wardrobe. The management declines all responsibility for the disappearance of valuables or cash left outside the safe.

#### TV and VOD

The TV in your room features a wide range of recent films on VOD and a diverse music library.

#### Laundry service

In your bedroom wardrobe, you'll find a bag where you can leave your laundry. Once filled, please return the bag to reception.

#### Baby cots, pillows and blankets

Do you need an extra cot, pillow or blanket? Please contact our housekeeper by dialing 900.

#### Security

Fire detector in room. Please follow the evacuation instructions on the back of your room door. Our teams are trained in evacuation, so please follow their instructions.

## USEFUL INFORMATION SUSTAINABLE DEVELOPMENT



### *What we do*

At reception: collection of used batteries, recycling of scrap paper, water fountain in the lobby (water bottles on sale at reception if required).

Restaurants: composting of organic waste, preference given to short distribution channels.

In general: hotel not air-conditioned, but Wengen nights are always cool, even in summer (open your windows 1 hour before going to bed for a pleasant night's sleep in summer), LED light bulbs, regular maintenance of facilities.

In the bedroom: Renewal of towels and bed linen on request (see wooden plaque), intelligent heating control.

### *How can you help us move in this direction?*

- Don't open your windows in winter
- Keep heating at 19°C maximum
- Turn off lights as soon as possible