

— #EDITION 03 —

HOTEL INFORMATION



STUDIENZENTRUM
GERZENSEE

HOTEL SCHLOSS GERZENSEE

HOTEL SCHLOSS GERZENSEE

INFO

www.hotelschlossgerzensee.ch

info@hotelschlossgerzensee.ch

+41 31 780 33 00

ADDRESS

Dorfstrasse 2

3115 Gerzensee



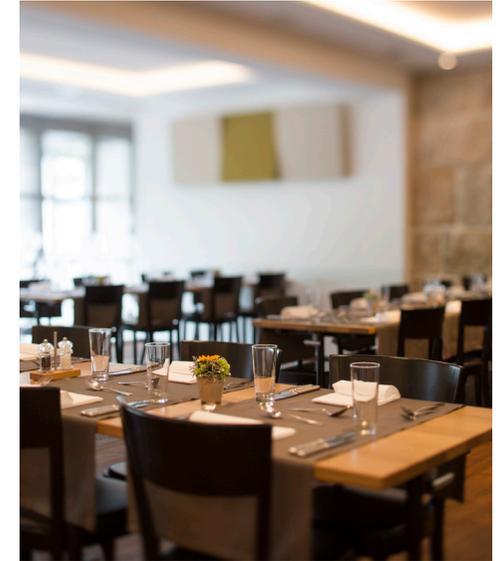
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WELCOME TO HOTEL SCHLOSS GERZENSEE

Welcome to the Pearl of Bernerland

Gerzensee has long been known as the 'Bernese Riviera' due to its mild climate. Enjoy your stay in the attractive landscape on the southern slope of the Belpberg. Draw strength from nature, our castle park with garden, or along the hotel's own lake with a boathouse. We would be honoured to design your pleasant stay with us.

Your Hotel Schloss Gerzensee team

Can't find the answer to your question in this information brochure? If you have any further questions, please contact the reception by telephone on the phone number 300. Do not hesitate to give us a call.

Feel yourself at home! Have fun, inspiration and good relaxation in the Hotel Schloss Gerzensee



Fabienne & Beat von Allmen

Hotel Manager

SITUATION PLAN LOCALITIES

- 1** CASTLE
Conference- and Training rooms
- 2** SCHLOSSGUT
Reception, Restaurant, Orangerie, Bar
- 3** HOTEL
Fitness room
- 4** STÖCKLI
- 5** PARKING – free of charge
- 6** SPORTS AREAS
Basketball – Soccer – Tennis
- 7** VOLG – Groceries
Post Office, Agrola Petrol station
- 8** MEETING PLACE IN CASE OF FIRE
- 9** BUS STOP - Studienzentrum
- 10** DOCTOR
(Health Center Gerzensee)



A good meal
is balm for the soul

Enjoy 'food and drink' in our restaurant

**Have breakfast
between 07:00 and 09:00 am from Monday to Sunday**

**Lunch
between 12:00 and 01:30 pm**

**Dine
between 07:00 and 08:00 pm**

We wish you good appetite



We pamper you daily in our restaurant with ever changing tasty treats prepared by a kitchen team with loads of talent, dedication and creativity. Our menu features a meat and a fish dish daily as well as a vegetarian option. Whenever possible, the menus are enriched with seasonal vegetables and herbs from the manor house garden. Enjoy our hotel's own manor wine from the finest Solaris grapes along with your meal.

INTERNET ACCESS

Free wireless - internet access

We provide you with free wireless internet access (Hotspot Swisscom).
With mobile devices and notebooks, you can connect to the Internet free of charge throughout the area.
The devices must be properly configured for wireless Internet access.

1. Turn on wireless access on your device
2. Connect your device to Free_Gerzensee
3. Open the Browser (Explorer, Google Chrome, etc.)
4. The Swisscom PWLAN homepage opens automatically. If you are not automatically connected, please enter the following address manually. www.pwlan.ch
5. Sign in to Free SMS Login (30 days)
6. Enter your mobile number
7. After registration you will receive a code via SMS. Log in with this code
8. The wireless connection is established
9. In the event of connection problems, check your device settings. The connection problem persists, contact the Swisscom hotline:

0900 333 22 1 (Free from the Swiss fixed network)

TELEPHONY

1. Display

Status display with symbols and current information on telephone traffic.
Display of the available Foxkey functions

2. LED indicator

Left LED flashes: incoming call
Right LED flashes: message or callback

3. Keypad

Enter numbers, letters or characters

4. Navigation key

Upward: Opens activated features
To the right: Opens the menu
Downward: Opens settings
General: Navigate through the menu or lists

5. Foxtkey

Executes displayed functions by using the key

6. Correction key

Delete the last character or go back one step in the menu

7. Foxmenu

Opens the menu or calls up other foxkey functions

8. Presence key with LED

No function

9. Phone book key

10. Redial key

Selects the phone numbers last dialled

11. Microphone key

Switches handset microphone off/on

12. Loudspeaker key

Open listening mode on/off. Attention!
Listening only. For speaking there is still the handset microphone needed

13. Volume keys

Adjusts volume

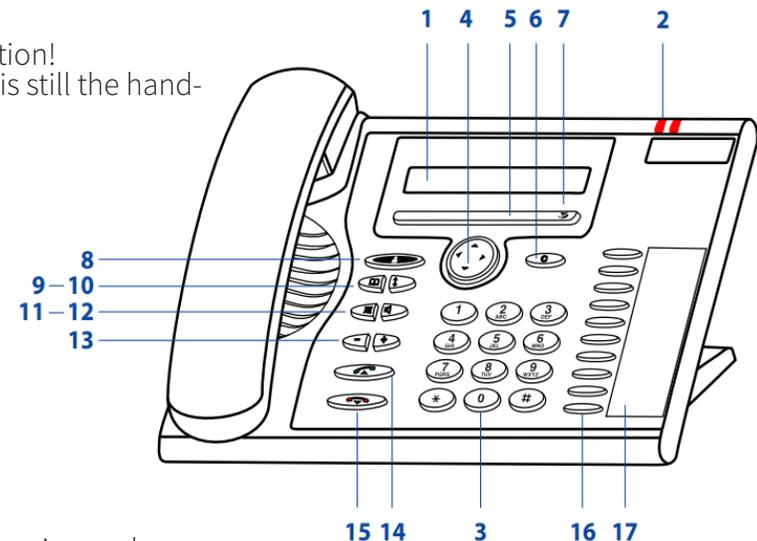
14. Call key

Answer a call

15. End key

Ends a call or exits input without saving and goes back to the idle state

16. Direct number of the Reception, wake-up call, external line



IMPORTANT TELEPHONE NUMBERS

Reception	Emergency call	Police	Fire department
300	1 144	1 117	1 118

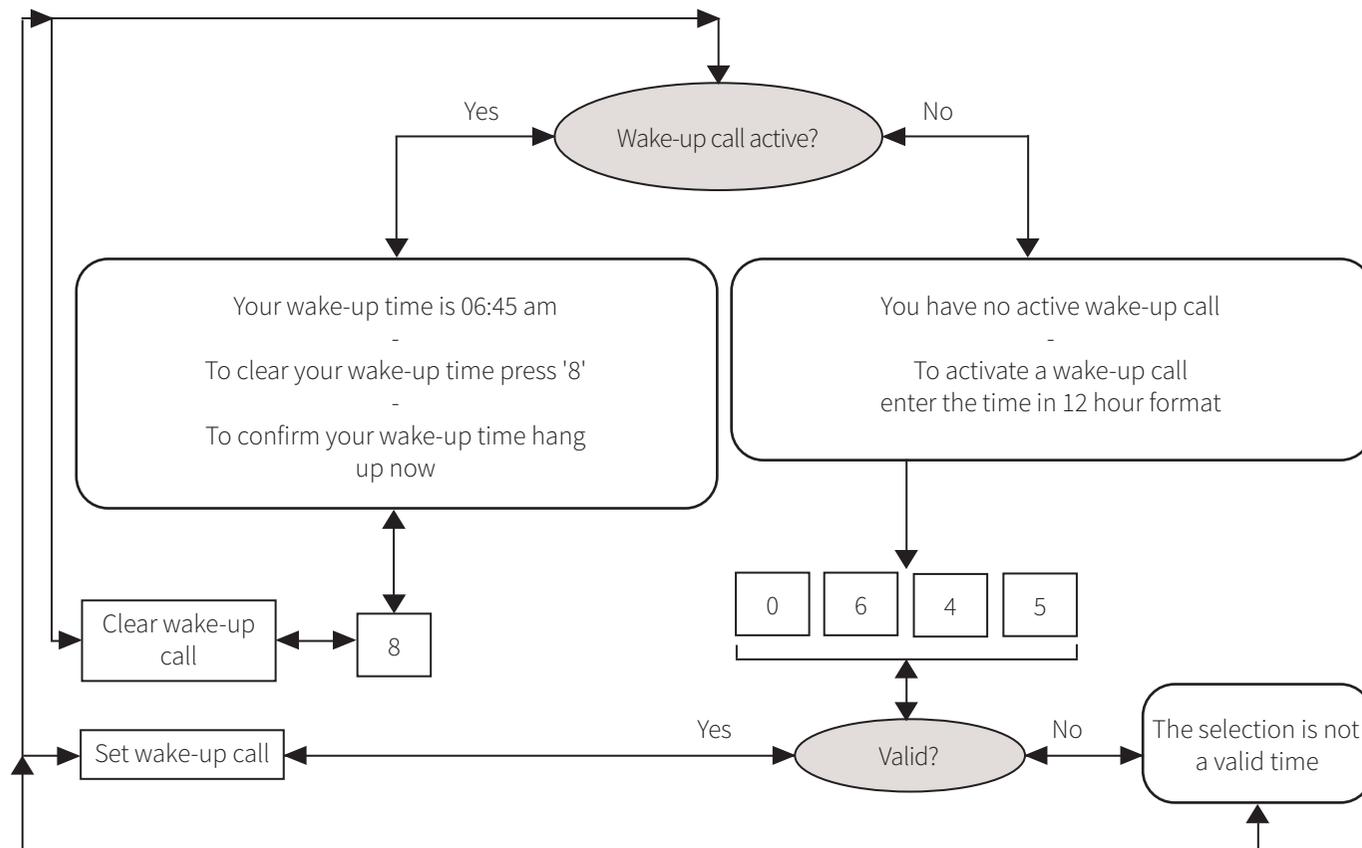


Call directly from room to room			
Room-Nr.	Phone-Nr.	Room-Nr.	Phone-Nr.
101	201	301	401
102	202	302	402
103	203	303	403
104	204	304	404
105	205	305	405
106	206	306	406
107	207	307	407
108	208	308	408
109	209	309	409
110	210	310	410
111	211	311	411
112	212	312	412
200	200	313	413
201	301	314	414
202	302	315	415
203	303	316	416
204	304	317	417
205	305	318	418
206	306	319	419
207	307	320	420
208	308	400	500
209	309	401	501
210	310	402	502
211	311	403	503
212	312		
213	313		
214	314		
215	315		
216	316		
217	317		
218	318		
219	319		
220	320		

TELEPHONE WAKE-UP CALL

Set alarm clock over the phone

1. Press the Set alarm time key
2. Follow the audio-guide, navigate through the menu by using the number keys



TV & REMOTE CONTROL

ON

Switch TV on and off



MUTE

Mute or unmute sound



TTX/MIX

Teletext



GUIDE

Overview of all existing channels



+ / - VOLUME

Volume control



< P > Program selection

Channel selection up or down

TOOLS

Settings for picture and sound format



INFO

Information about the selected channel

ALARM

Set a wake-up call with the desired time



AA59-00818A

SAMSUNG

*The TV provider is constantly adapting its range of programs.
We are therefore unable to provide a current list of the available channels.*

A station overview can be called up by remote control using the button GUIDE.

SAFE SETTINGS

Activate the safe - Setting your personal safe code

- Close the safe
- Enter a 4-digit code
- Press the # key and "CLOSED" appears on the display

Opens the safe

- Enter the 4-digit code
- "OPENED" appears on the display

If you have any further questions, please contact the reception staff



HOUSEKEEPING



Laundry service

Dirty laundry can be placed in the designated laundrbag with completed form in the bathroom for cleaning. Your laundry will be returned to you within 48 hours.

Dry cleaning only on request



Room cleaning

Your room will be cleaned daily between 08:15 am and 02:00 pm. If cleaning is not required, please hang the "Do not disturb" sign on the outside of the door handle.

LEISURE & EXCURSIONS

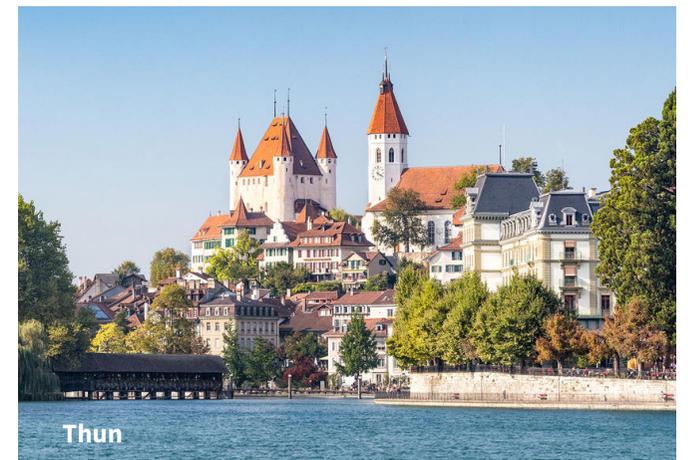
Hotel Schloss Gerzensee

BERN / THUN REGION

The beautiful surroundings of Gerzensee and the nearby Bernese Oberland invite you to go on excursions and hikes. You will find countless cultural experiences on our doorstep. Here's something for every taste.

A FEW SUGGESTIONS:

- Visit to the city of Bern
- Cruise on Lake Thun
- Ballenberg open-air museum
- Excursion to the mountains e.g. Jungfrauoch, Niesen, Stockhorn
- Thun Festival (in summer)



RECOMMENDATIONS



BIKE TOUR FROM / TO BERN / THUN

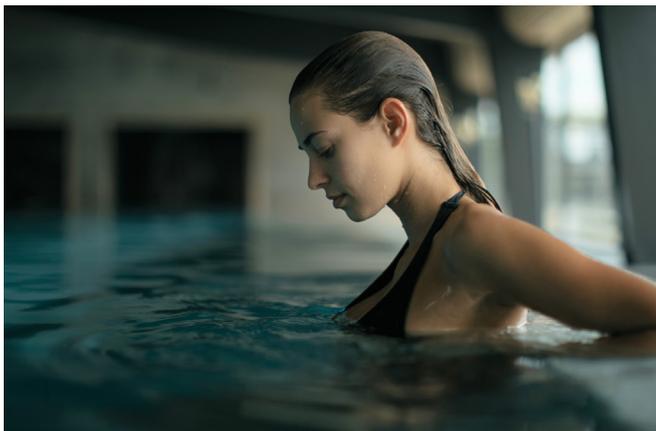
Cycle from Gerzensee towards Thun or Bern



The Aare Cycle Path is the eighth of a total of nine national routes in Switzerland. Through the exemplary developed and signposted routes you can get to know the whole of Switzerland from a bicycle saddle. Enjoy the wonderful surroundings along the Aare.

SOLBAD SCHÖNBÜHL

<https://www.aqua-spa-resorts.ch>



Experience healthy and relaxing moments, switch off and immerse yourself in the unique worlds of Solbad and Spa Schönbühl.

ST. BEATUS CAVES, SUNDLAUENEN

<https://www.beautshoehlen.swiss>



On the eastern shores of Lake Thun, in the immediate vicinity of Interlaken, the St. Beatus caves extend into the interior of the mighty Niederhorn massif. The ascent to the caves and the tour are not suitable for strollers and wheelchairs

BERNAQUA EXPERIENCE BATH & SPA

<https://www.bernaqua.ch>



Relaxation and wellness oasis of superlatives. Giant slides, river bath with current system or the white water canyon provide action.

You can relax in the Asian spa, in the Roman-Irish steam bath or in the sauna world.

SPORTS

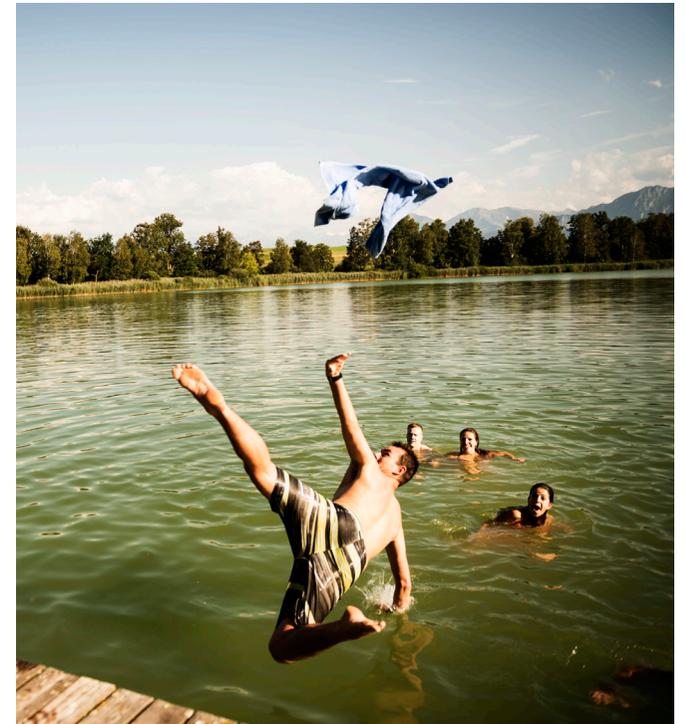
Deals

Strength and condition training is possible in our hotel both indoors and out. A small, well-equipped fitness room for physical training is at the disposal of our hotel guests. Wide-ranging running and bike trails are immediately accessible from Hotel Schloss Gerzensee. The route network appeals to both beginners and ambitious athletes.

Three tennis courts, football and basketball facilities and table tennis equipment are available for use free of charge. Our options for active people are rounded off by swimming and bathing in the hotel's own lake and the renting of city and mountain bikes.

Gym opening times: daily 07:00 am – 10:00 pm.

You are looking for something more meditative? A focussed selection of options is available for your deep relaxation and mental fitness. If you are interested, contact the reception.



A – Z**Hotel Schloss Gerzensee**

General Information	Information is available at our reception from 06:30 am to 10:00 pm		
Chemists/ Pharmacy	DROPA Aare Pharmacy Dorfplatz 7, 3110 Münsingen – P +41 31 720 28 28		
	Dorfplatz Pharmacy – Achillea Dorfplatz 2, 3110 Münsingen – P +41 31 724 03 03		
Doctor	Gesundheitszentrum Gerzensee Dorfstrasse 12, 3115 Gerzensee – P +41 31 781 35 35		
Train station	Wichtrach station, approx. 3 km away from Gerzensee. Timetables and train connections can be called up on the touch display in the hotel lobby or via www.sbb.ch .		
Cash machine (ATM)	Bank SLM Wichtrach Bernstrasse 40, 3114 Wichtrach – P +41 31 700 12 00		
Cash withdrawal	Volg Spielgasse 5, 3115 Gerzensee – during opening hours		
Library	The library is located on the ground floor of the castle. Please conform to the library lending rules		
Check in	from 02:00 pm		
Check out	until 10:00 am	After Check out you can deposit your luggage in the baggage room next to the reception	
Shopping / Supermarket	VOLG, Spielgasse 5, 3115 Gerzensee Dorfladen Marti, Dorfstrasse 22, 3115 Gerzensee		
Florist/chocolate	QUER & MEHR Dorfstrasse 35, 3662 Seftigen – P +41 33 345 85 83		
Drugstore	Drogerie und Gesundheitszentrum Riesen GmbH Bernstrasse 38, 3114 Wichtrach – P +41 31 781 03 65		
Mealtimes	Breakfast	Mon – Sun	07:00 – 09:00 am
	Lunch	Mon – Sun	12:00 – 01:30 pm
	Diner	Mon – Sun	07:00 – 08:00 pm

A – Z**Hotel Schloss Gerzensee**

Photocopies	From 06:30 am to 10:00 pm at the reception Cost per copy CHF 0.50 (black & white) Cost per copy CHF 1.00 (colour)
Lost and found	Found articles are stored at the reception for one month
Hygiene products	Are available at reception
Credit Cards	Maestro, Postcard, VISA, MasterCard, American Express
Post	Postcards and stamps can be purchased at the reception Outgoing mail can be handed in to the reception Post-branch office at Volg Spielgasse 5, 3115 Gerzensee Mon– Fri 07:00 am – 00:15 pm & 02:00 pm – 07:00 pm Sat 08:00 am – 04:00 pm
Bus stop	Located about 100m from the hotel Timetables are available on the touch display in the hotel lobby or via www.bernmobil.ch
Restaurant	Gasthof Bären – Please check opening hours via website Dorfstrasse 9, 3115 Gerzensee – P +41 31 781 14 21 Ristorante Al Fiume Thalgut – Please check opening hours via website Aarestrasse 7; 3115 Gerzensee – P +41 31 781 08 72
Sport	Tennis, Soccer & Basketball - Rackets and balls can be obtained at the reception Fitness room (open from 07:00 am until 10:00 pm)
Petrol station	Agrola Spielgasse 5, 3115 Gerzensee (at the Volg)
Taxi	Dorf-Taxi Münsingen – P +41 79 777 10 21 Airport Taxi Blaser & Co Belp – P +41 79 651 70 70
Newspapers / Magazines	The current daily press is available from 08:00 am in the hotel lobby
Cigarettes	A cigarette vending machine is located in the hotel lobby

GUEST FEEDBACK & SMOKING



Guest feedback

Take 5 minutes and fill out our guest form. The questionnaires are ready in your room.

We are always ready to improve and look forward to any feedback.

Thank you for filling in!



Smoking

Since July 1st 2009 it is forbidden by law in Canton Berne to smoke in rooms open to the public. Therefore our restaurants, lobby and guest rooms are smoke - free zones.

We ask you kindly to respect this legislation and refrain from smoking in your guest room. In case of non - compliance we will be obliged to charge a cleaning fee of CHF 200. Please feel free to enjoy your cigarette on your balcony.

SAFETY

Behavior in the event of fire

Correct behavior in the event of a fire is crucial for the protection of people and property. Too often, the fire department is only alerted after unsuccessful attempts to extinguish the fire. So precious minutes are lost.

In the event of a fire, the following principle applies: **ALERT – RESCUE – EXTINGUISHER FIRE**

Keep calm and considerate. Panic must be avoided.

How do I properly alert?

In an emergency, it is important not to waste time unnecessarily. Therefore, do not be afraid to make an emergency call in the event of danger. If you make an emergency call by phone, it is particularly important to answer the 5 following questions quickly and effectively.

1. What has happened?
2. Where did it happen?
3. How many injuries?
4. What are the injuries?
5. Wait for questions

In the event of a fire, the meeting point is the Hotel Schoss Gerzensee tennis court, opposite the parking lots.

You can get to the assembly point from every room via the terrace or balcony (ladder)

Keep calm and follow the instructions of the hotel staff or the firefighters.

 **ASSEMBLY POINT**



HOTEL SCHLOSS GERZENSEE
DORFSTRASSE 2, 3115 GERZENSEE

www.hotelschlossgerzensee.ch
info@hotelschlossgerzensee.ch

0041 31 780 33 00

