

**Activities**

Ask at the reception desk for the information on outings, walks, special events and other activities in the region.

**Additional pillows and blankets**

Additional pillows or blankets are available on request. Please contact the reception.

**Air-conditioning**

Every room has the air-conditioning device.

**Bathrobe**

There is a bathrobe in your closet which is at your disposal free of charge during your staying.  
At the reception desk you may buy a new bathrobe for the price of CHF 75.00

**Bed linen**

Daily change of bed linen possible on request. Please inform the reception.

**Breakfast**

Buffet-based breakfast is every day from 7AM to 10.30AM.

**Check-in / Check-out**

Your room will be ready for you by 3PM. Thank you for leaving the room on the check-out day by 11AM.

**Consumption confirmation**

All consumptions at the hotel may be directly paid via hotel bill. The corresponding confirmation should be signed legibly adding the room number.

**Cooking**

For safety reasons, cooking is strictly prohibited in rooms.

**Credit cards**

We accept: Visa, Mastercard, American Express, Diners, Maestro, Postcard.

**Deposit box**

A digital deposit box is installed in your room.

**Doctors**

An external doctor is available nonstop for emergencies. Please contact the reception desk.

**Electrical connection**

The connection is 220 volts, power adapters are available at the reception upon payment of a deposit of CHF 20.

**Emergencies**

In cases of emergency, please contact the reception desk.



### **Environment**

For the purpose of the environmental protection, we change the sheets every 3 days. When you hang towels and bathrobes, you decided to use them one more time. If you leave them on the floor or leave them under the shower or in the bathtub, we will be happy to replace them for you. You may buy bathrobes as a souvenir at the reception desk.

### **Fire**

HOTEL LA PALMA AU LAC is equipped with the best fire alarm system. Please use the instructions at the door of your room for your orientation. In case of fire an alarm will go off. Please remain calm!

### **Fire exit**

In case of an emergency, please follow the instructions of green signs "EXIT".

### **Fitness**

The fitness premises are at your disposal between 7 am and 9 pm.

### **Free public transport**

By staying at the hotel, you can use the region's public transport free of charge and receive discounts on ski lifts, boats in the Swiss basin and the main tourist attractions. Ticino Ticket collection and further information available at Reception.

### **Golf**

For the information about surrounding golf courts as well as for booking, please contact the reception desk.

### **Hairstylist**

You may have an appointment booked by our reception desk team.

### **Information on transportation**

As a hotel guest, you can use free of charge the means of the regional public transportation. Apart from that, you have discounts for mountain railways, ships at Swiss lakes and many other tourist attractions. Ticino Ticket and further information are to be obtained at the reception desk.

### **Invoices and receipts**

Consumption can be charged by invoice. Please sign each receipt indicating your name and room number.

### **Ironing service**

Our hostess will take care for ironing of your clothes. This service is extra charged.

### **Jogging / Walking / Nordic walking**

A wonderful jogging route leads along the lake shores. It is also suitable for leisurely strolls.

### **Lost & Found**

Please report at the reception desk if you have lost or found something. The hotel shall not assume the responsibility for lost items.

**Luggage**

During your arrival and departure, the doorman will help you with your luggage. In case of an early arrival or early departure, you may leave your luggage with us.

**Laundry**

In the closet there is a laundry bag with a price list. Please fill in the list and put the laundry in the bag, which you can leave on the bed by 12:00. Laundry service is guaranteed within 24 hours. For dry cleaning, please contact the reception.

**Mail**

The team at the reception desk will be happy to take care of your incoming and outgoing mail.

**Massages**

Please call the reception desk to book a massage.

**Minibar**

In your room there is a mini bar with drinks and snacks (subject to charge). Drinks are added every morning in morning hours. For other drinks, please contact the reception desk. The water on the desk is offered by the hotel.

**Newspapers**

A variety of daily newspapers are available in the hotel lobby during the day. If you want other newspapers, contact the reception (subject to charge).

**Parking lots**

The parking lots behind the hotel may be used, depending on the availability, with extra charge.

**Personal care products**

If you require additional personal care and hygiene items, please contact the reception.

**Pets**

Pets are allowed in the hotel lobby and rooms. Pets are prohibited from accessing Wellness & Spa area or restaurant. Please adhere to the obligation to have a leash for your pet both in the facility and entire hotel area.

**Pillows**

You can find our pillow chart in the information folder. Our housekeeper will be happy to help you.

**Reception desk**

Reception desk is operating 24 hours a day.

**Repairs**

Please contact the reception desk if, despite everyday checks, there are malfunctions in your room. We will try and remove the shortcomings immediately.

**Reservations**

Contact reception to book a table in a restaurant, a grotto, a taxi or tickets for a show, etc.

### Restaurants

#### La Palma Restaurant:

open daily from noon to 21.30.

bar service 07.00 - 21.30

#### Room service

From noon to 9 p.m.

#### Pizzeria Napulé:

Mondays and Tuesdays closed

Wednesday Thursday and Friday 18.00 - 22.30

Saturday and Sunday: 12.00-14.30 - 18.00-22.30

### Smoking

Smoking is prohibited in public premises. Smoking is prohibited at the balcony except at the time of meals. Smoking is prohibited in rooms, except on the balcony.

### Sewing set / sewing service

There is a sewing kit in your cupboard. If you need help, please contact the reception.

### Taxi

We will be happy to book a taxi for you. Please go to the reception desk.

### Telephone

In every room there is a phone with direct line at your disposal. The number of the reception desk is **911**.

For the calls from room to room dial the number of the room (without 0).

**The phone number of the hotel is: +41 (0)91 735 36 36**

### Wake-up Call

You can make an appointment at reception.

### Wellness area and Palm Leaf SPA by Gold Elephant:

**Palm Leaf SPA:** for information and massage bookings, please contact the spa or reception. Guests are reminded that cancellations are possible without penalty up to 24 hours before the treatment, after which 50% of the booked treatment will be charged. Children up to the age of 12 may only enter the spa if accompanied. Families with children may enter the spa from 9 a.m. to 2 p.m.

**Wellness area:** open daily from 2 p.m. to 9 p.m. Open on request from 9 a.m. to 1 p.m. (preparation time 30 minutes). Access is permitted to persons over 16 years of age and in swimwear. It is possible to reserve the area privately. For further information, please contact the reception desk.

### Wireless-Lan

A free wireless LAN system is installed throughout the building.

Net name: **LA PALMA-GUEST**

Password: **Welcome**