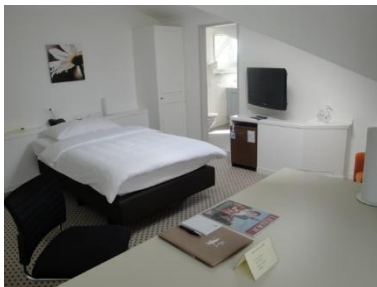




## Hotel Informations



## Welcome to Hotel Schwanen!

It's our pleasure to welcome you in our hotel and we wish you a pleasant stay .

### A

#### Arrival

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Your room is available from 2.00 p.m. If you want to check in earlier please contact our reception staff.

#### Adapter

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If you need an adapter, please ask the reception. We borrow you an adapter against a deposit amount of CHF 10.00. You can also buy an adapter at the reception.

### B

#### Bank

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The UBS, Credit Suisse, St. Galler Kantonalbank, Raiffeisen-, Migros- and Valiant Bank are close to the hotel.

*Opening times:* Monday-Friday 9.00 -12.00 a.m. and 1.30 - 5.00 p.m.

#### Breakfast

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Breakfast is beeing served in our restaurant swan21 (1<sup>st</sup> floor)

*Breakfast time:*

Monday - Saturday: 6.45 a.m. - 10.00 a.m.

Sunday and local holidays 8.00 a.m. - 10.00 a.m.

### **Baby bed**

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On request we place a baby bed in your room for free.

## **C**

### **Cooking**

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Cooking in the hotel rooms is strictly prohibited!

### **Car parking**

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Free parking is possible in the parking lots in front of the hotel or in the underground parking.

### **Credit cards**

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We accept following credit cards:

American Express, Mastercard, Visa, Diners Club and Maestro.

## **D**

### **Departure**

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Departure is until 11.00 a.m. Depending on availability a late check-out is possible but will be charged with CHF 40.

## Doctor

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Please contact our team at the reception if you need medical assistance.

## Dogs

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Dogs are welcome in our hotel. Out of consideration for other guests, we ask you to walk dogs in our public areas on the leash. Per day we charge a surcharge of CHF 20.00 (excluding food).

# E

## Emergency

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In case of emergency, please contact the reception under the direct **speed dial 012**.

If you want to be connected directly to the emergency service please call

144 for the ambulance

117 for the police

118 for the fire brigade

145 for the TOX - center (for suspected poisoning)

and please inform immediately the reception of the transacted emergency call.

# F

## Fire & Fire Alarm

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The hotel is equipped with a Siemens fire alarm system. Fire drencher can be found on all floors.

In case of fire alarm please leave the building as soon as possible on the marked escape routes. Don't use the elevator! Escape routes are marked according to European standards with green pictograms.

## **Flowers**

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You want to surprise someone with flowers? We can order them for you.

# **H**

## **Hygiene products**

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Forgotten your toothbrush? No problem, at our reception you can buy hygiene articles in practical carry-on size.

# **I**

## **Internet**

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You can use our free Wi-Fi access. The password is on your room door.

## **Iron and Ironing board**

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You can borrow an iron and iron board at the reception or use our in-house ironing service.. Please inform us till 12.00 a.m. at the reception or dial **012**.

# **L**

## **Lost and found**

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Lost properties are managed at the reception.

### **Linen change**

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We respect the environment that's why we are not changing your towels and linen daily. Please let us know if you prefer a daily linen change.

### **Liability for valuables**

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The rooms on the 3rd floor and rooms on the Bel Etage are equipped with a safe. Our insurance covers in fact of burglary CHF 5.000. For unlocked valuables we assume no liability.

### **Laundry & dry cleaning**

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In your closet you will find a laundry bag and a price list. Please bring your laundry to the reception or leave them visible in the room and you receive them the next day. We need maximum 24 hours for the laundry service (except dry cleaning).

## **M**

### **Minibar**

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The rooms on the 3<sup>rd</sup> floor and on the Bel Etage are equipped with minibars. We fill them up daily and charge your consumption to your room on the next day.

## **N**

### **Non-smoking hotel**

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We remind you that our hotel is a non-smoking hotel. Smoking is strictly forbidden inside the building in all guest rooms and public areas. Cleaning fees for curtains, carpets, linen etc. will be charged subsequently. Smoking is only allowed outside the building.

# P

## Pharmacy

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The "Löwenapotheke" is by feet about two minutes away from our hotel in the pedestrian zone.

**Löwen – Apotheke**, Obere Bahnhofstrasse 45, 9500 Wil, Tel.: 071 911 12 08

*Opening hours:*

Monday	8.30 a.m. – 12.00 a.m. / 1.00 p.m. – 6.30 p.m.
Tuesday	8.30 a.m. – 8.00 p.m.
Wednesday – Friday	8.30 a.m. – 6.30 p.m.
Saturday	8.30 a.m. – 5.00 p.m.

## Praise and suggestions

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Your honest opinion is very important to us. We are glad about your praise or the chance to make things better. Our hotel management and reception staff are open for any comment regarding improvements. The green guest survey, which lies in your room is an additional opportunity to give your feedback.

## Public transport

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You reach the train station after a short 2 minute walk from our hotel. For information concerning timetables or prices please contact our staff at the reception.

# R

## Reception

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Our reception can be reached from Monday to Saturday from 6.30 a.m. to 10.00 p.m. and on Sunday from 7.30 a.m. to 10.00 p.m. In case of late arrival or emergency you can reach us outside these hours by dialing the phone number which is deposited at the reception.

## Restaurants

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### Restaurant swan21

Enjoy the fresh market products and seasonal French cuisine in a stylish ambience, with a glass of wine from our wide range.

#### *Opening times:*

Monday to Saturday                      06.45 a.m. – 11.00 p.m.

Sunday                                      08.00 a.m. – 10.00 p.m.

(Meal times till 1.30 p.m. and 9.30 p.m.)

## Room service

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We gladly serve your ordered food and drinks to your room. The room service is available daily from 11.30 a.m. to 1.30 p.m. and 6.00 p.m. to 9.30 p.m.

# S

## Stamps

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Stamps are on sale at the Reception. A public mailbox is directly at the corner of the house towards the shopping street. You can also leave your letters and postcards at the reception and we'll do the transition to the post office for you.

## Social Media

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Visit us on Facebook and Instagram and give us a "Like"!



# T

## Taxi

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Please contact the reception, we can order a taxi for you.

## Telephone

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If you want to reach the reception, please call the **number 012**. If you want to make calls from your room to another room, you can simply dial 0 and the respective room number. Do you want to run a local or long-distance call, please dial the number directly.

# W

## Wake-up call

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You can set the wake-up on your phone. You find the instruction next to it.

Another option is to order an early morning call at the reception.

(available from 6.30 a.m.)