

Additional Information

Arrival and departure

Check in 3.00 p.m. until 10.00 p.m.

Please note that check-in is not possible between 11.00 p.m. and 7.00 a.m.. For late arrivals please inform us before midnight (telephone number: +41 (0) 41 348 24 82).

Check out is from 7.00 a.m. until 11.00 a.m.

To guarantee a pleasant and quick check out we kindly ask you to pay your invoice upon arrival. Thank you.

Breakfast

From 7.00 a.m. until 10.00 a.m. in the Neptun restaurant or on the lakeside terrace (May to September depending on weather). The breakfast room (including terrace) is open from 7.00 a.m. until 10.30 a.m..

Breakfast is included in the room rate and is calculated automatically, even if it should not be used.

For guests who depart before 7.00 a.m., we offer a Thermo breakfast. We ask for payment of the balance on the evening at the latest by 9.00 p.m..

Egg dishes are served from 9.00 a.m.. Mondays and Tuesdays we serve just minutes eggs.

Bus

From Lucerne railway station please take bus number 20 (direction Technikumstrasse / Ennethorw) and you will reach the bus station "Rank" in 15 minutes or the opposite from the bus station "Rank" to Lucerne railway station. You will find a bus timetable on our homepage www.seehotel-sternen.ch under the button Contact / Location & Arrival or ask at the reception.

If you have a lot of luggage, we recommend a taxi as the bus stop is a 10 to 15 minutes' walk from the bus station to the hotel or from the hotel to the bus station.

Cancellation

Individual guests:

1 to 4 rooms	to 2 days before arrival	free of charge
5 and more rooms	to 14 days before arrival	free of charge

Groups:

1 to 4 rooms	to 2 days before arrival	100% of the whole stay
5 and more rooms	to 14 days before arrival	50% of the whole stay
5 and more rooms	to 2 days before arrival	100% of the whole stay

If you cancel after the deadline, the room will be charged to the amount of the total stay of the given credit card number automatically. We will send the NO SHOW statement by post or email. **The deadline for cancellation of rooms is always midnight (local time).**

In early departure (e.g. Bad weather forecasts etc.), we calculate the cost of completely booked stay.

Credit card guarantee

In order to guarantee the room reservation, we require compliance with the international standard of every guest specifying the credit card number and expiration date. If no credit card number can be entered, then the cost of the whole stay must be paid upon arrival.

From every credit card we will obtain an authorization through the entire stay. Please note that we do not book, but it is merely a reservation of the amount. The authorization is valid only as a guarantee.

Since this procedure is common in Switzerland, the amount of your credit card limits may be checked. If several hotels seek an authorization, it may lead to an exceeding of the limits and the card no longer works.

Disclaimer

We accept no liability for anything you take with you on the sun lounger, such as a cloakroom, personal items etc.

Electric filling station

A free electric charging station for electric cars is located in the hotel car park.

Electric bicycles and scooters can also be charged via this station.

Please remember to bring your own charging cable if the charge cables from the electric station are not compatible with your car.

There is no guarantee that the electric charging station will charge properly and the parking lot, from the electric station will be free during your visit.

Foods

For hygienic reasons we cannot refrigerate food in our refrigerators.

Luggage

You can deposit your luggage with us. Please contact the reception.

Opening times Restaurants

These are listed on our website www.seehotel-sternen.ch under the heading "Restaurant" or after arriving in the hotel information in your room.

Our restaurants are closed the whole year all Monday and Tuesday.

Please also note that our restaurants are closed from 1st of December to 31st of March on Sundays from 6.00 p.m.. We accept food orders until 5.00 p.m. in the restaurant.

We don't offer room service.

Parking

There are 77 parking without roofing. Please note that we charge CHF 10.00 per night for parking.

Reservations are not possible.

Car trailer or bus parking must be logged in. For any parking damage, we accept no liability.

Payment

To shorten you the check-out time, please pay your whole stay on arrival.

We accept the following credit cards: MasterCard, Visa, Union Pay, Maestro, Maestro CH and Postcard. For cash payments we accept Swiss Francs or Euros. **We change Euros to the hotel price. The euro exchange rate does not match to the current bank exchange rate.** Other currencies are not accepted.

It always applies the reported Swiss franc. Euro prices are only indicative.
We accept as payment no CHF 1000.00 and 500 Euro notes.

Pets

Dogs and cats are welcome. For hygienic reasons we remove before arrival the carpet and the bedspread from the hotel room. Dogs must be kept on a leash.

Please note our Doc Etiquette and prices in the appendix.

Room Accessories

Rooms next to each other or on the same floor cannot be guaranteed.

If you have booked a double room and are traveling with children, please note the following additional costs:

Children up to 2 years in a baby cot, CHF 30.00 per night

Children from 3 to 11 years in an extra bed, CHF 50.00 per night

Children up to 12 years and adults in an extra bed, CHF 90.00 per night

Children under 4 years sharing bed with parents are free of charge

Children up 4 years in parent's bed pay CHF 50.00 per night

If you have booked a single room but travel with 2 person we will charge automatically the double room rate.

Smoker

According to the Swiss federal law, smoking in restaurants and in hotel rooms is not allowed.

Sunday brunch

On Sundays from 11.30 a.m., instead of the breakfast buffet, enjoy our popular Sunday brunch at CHF 59.00 per person (instead of CHF 69.00). On public holidays we charge CHF 66.00 instead of CHF 76.00 per person. This includes breakfast-entrees-main course- and dessert buffet. Reservations are highly recommended.

Table reservations

These are strongly recommended prior to arrival. For breakfast no tables can be reserved.

Train

If you arrive by train, please note that on the station Horw are no taxis available. So please choose necessarily from the Luzern train station as the destination point.

Thank you very much.