



Hotelinformation

Seehotel Sternen

Winkelstrasse 46

6048 Horw

Phone number: + 41 413 482 482 Fax: + 41 413 482 483

E-mail: info@seehotel-sternen.ch

Internet: www.seehotel-sternen.ch

Dear guest

We are pleased to welcome you at the Seehotel Sternen.

On the following pages you find important information which helps you to have an enjoyable and pleasant stay.

The Seehotel Sternen team is looking forward to taking care of you.

Sincerely,

Isabel & Daniel Unternährer
Manager



Hotel information

Arrival & Departure

Check-in is from 3.00 p.m.

Registration forms must be filled out correctly and completely. These forms will be forwarded directly to the Police of Lucerne.

The reception is open daily from 7.00 am. If you intend to depart earlier, we kindly ask you to pay the bill the night before until 9.00 pm.

Please leave your room before 11.00 pm on the day of departure (for seminars until 10.00 am). Your room key is programmed accordingly. For later check out please contact the reception desk.

Adapter & Charger

Adapters and charger for smartphones are available at the reception. For each adapter we charge you a deposit of CHF 50.00. Please return them back by check out.

Allergies & Diets

Our kitchen will take care about special dietary needs and individual preferences. Please contact the reception or the service staff.

Balcony window

For security reasons we recommend you to close the balcony door and all windows when you leave the room.

Banks in Horw

Luzerner Kantonalbank, Raiffeisenbank and Schweizerische Kreditanstalt.

All banks are 5 minutes away by car and 20 minutes by walk.

Opening times Raiffeisenbank Horw, Kantonsstrasse 104: Monday to Friday 9.00 am -12.00 pm and 1.30 pm – 4.30 pm. **Saturdays from 9.00 am to 11.00 am.**

Opening times Luzerner Kantonalbank AG Horw, Gemeindehausplatz 3:

Monday to Friday 9.00 am -12.00 pm and 1.30 pm – 5.00 pm.

Luzerner Kantonalbank is closed Saturday, Sunday and on all holidays.

Cash dispensers (ATM machines) can be found in the centre of Horw, Luzerner Kantonalbank and Raiffeisenbank.

Bathrobes & Slippers

If you would like a bathrobe during your stay, please contact reception. Slippers are available for you in your room.

Bathroom stool

To get a bathroom stool, please contact the front office staff.

Breakfast

We serve our rich breakfast buffet daily from 7.00 am to 10.00 am in our Restaurant Neptun or in summer on the lakeside terrace. The breakfast room (including terrace) is open from 7.00 am to 10.30 am.

We are happy to serve you a continental breakfast in your room (see also the Room Service section). The waiting time can be up to 30 minutes.

Please note that we charge a room service surcharge of CHF 20.00.

If you depart before 7.00 a.m., we will be happy to provide you with a thermal breakfast in front of your door during the night. The thermal breakfast includes the following per person:

- 1 orange juice bottle 2 dl
- 2 pieces of packaged butter
- 1 packaged cream cheese
- 2 different types of jam
- 3 bread rolls

You can prepare your own coffee or tea using the kettle. There is no room service surcharge for the thermal breakfast.

Bus

The bus stop "Rank" is about 10 minutes walking distance from the hotel on the main road (Kantonsstrasse). The journey time from Horw to the centre of Lucerne (railway station) is approx. 15 minutes. A copy of the timetable is available at reception. You can buy tickets directly from the ticket machine at the bus stop. (Payment in Swiss francs or card)

Children

For children there is a playground next to the hotel. Please note that the playground is not property of our hotel.

Toys for your children are available for free at the reception.

For a children's excursion programme, please refer to the "Excursions" category in your digital guest system.

Church services

Catholic Church, Neumattstrasse 3, 6048 Horw, Phone number: 041 349 00 60

Evangelical Reformed Congregation, Schöneggstrasse 12, 6048 Horw
Phone number: 041 340 76 20

Dry cleaning (clothes)

Textilreinigung Netasec, Bundesplatz 14, 6003 Luzern
Phone number: 041 210 76 76

Opening times: Monday to Friday 7.30 am – 6.30 pm and Saturdays 8.00 am – 12.00 am.

Currency exchange

At reception you can exchange Euros to Swiss Francs, at the hotel exchange rate (maximum 300 Euros). Other currencies must be exchanged at a bank.

Damages

Please inform the reception desk about any damage you caused or noticed or fill out the repair list.

Disclaimer

We do not assume any guarantee or liability for cloakroom and personal things etc. that you take to the relaxing area, the restaurants or the entire hotel area.

Doctor

Permanence Medical Centre
Lucerne railway station
6003 Lucerne
Telephone: 041 211 14 44
Opening hours: Monday to Sunday 7.00 to 23.00 - open continuously

Dentist:

Zahnarztzentrum.ch, Lucerne railway station - SBB, Robert-Zünd-Strasse 2, 2nd floor, 6005
Lucerne
Telephone: 041 227 41 00

Opening hours: Monday to Friday 7.00 a.m. to 8.00 p.m., Saturday 9.00 a.m. to 4.00 p.m. and
Sunday 9.00 a.m. to 12.00 noon

Dogs and cats

Dogs and cats are welcome. For cats we charge CHF 10.00 per animal per day. For small dogs (shoulder height up to 39cm) we charge CHF 10.00 per animal and day, for medium dogs and large dogs (from 40cm) CHF 20.00 per animal and day.

For reasons of hygiene, we remove the carpet rugs from the hotel room before arrival. Dogs must be kept on a lead. Please note our dog etiquette in your digital guest system.

Medicines

Please note that, according to international hotel regulations, it is prohibited to hand over medication to guests. You can obtain medicines from the Amavita pharmacy in Horw. At the reception you will only receive plasters/bandages.

Drugstore

Wellness-Apotheke GmbH, Kantonsstrasse 96, 6048 Horw

Phone number: 041 340 01 00

Opening times: Monday – Friday 8.00 am – 6.30 pm and Saturday 8.00 am – 4.00 pm.

Electric charging station

A free electric charging station for electric cars is located on 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.

Emergency numbers

Police 117 Fire-brigade 118 Emergency Call 144

Emergency stairs

Emergency stairs are located on every floor of the hotel. Please refer to the safety instructions posted inside on your room door.

Please do not use the elevator in case of fire.

Excursions

At reception, we will be happy to provide you with information about the many possibilities in Lucerne and the charming surrounding area. You can find tips for excursions in our digital guest system or at the tourist information centre in Lucerne. This is located at Lucerne railway station. Telephone: 041 227 17 17 or www.luzern.com

Express check out

If you would like an express check-out at the previous day, please inform us of all necessary details for the invoice at the check-in or the day before departure.

Extra beds

For a baby cot we charge CHF 30.00 per night. We will charge CHF 50.00 per extra bed per night for children 3 to 11 years old, and CHF 90.00 per night for 12 years and older.

For children who sleep in the bed of their parents, we charge the following:

Children under 4 years are free of charge

Children up 4 years pay in the bed of their parents CHF 50.00 per night

Fax

There is a fax machine at the reception. Our fax number is + 41 (0)41 348 24 83.

For a fax to Switzerland we charge CHF 3.00 for the first page and CHF 1.00 for each additional page. For a fax to foreign countries we charge CHF 5.00 for the first page and CHF 3.00 for each additional page.

For incoming faxes, we charge CHF 0.20 per page, starting with the 6th page. The first 5 pages are free of charge.

Flowers

Our reception will be happy to organize flowers for you. Please note that there is a delivery fee of CHF 10.00.

Blumen Gmür
Kantonsstrasse 67, 6048 Horw
Telefon: 041 340 57 27

Fire, alert & security

Our hotel has a fire protection system. In case of fire or smoke, the automatic detectors will immediately trigger the alarm off. You can also trigger the alarm manually (break the window and push the red button).

For evacuation every floor has fire stairs giving access to the open air. Please do not use the elevator in case of fire. Please help us preventing fire:

- do not smoke in the room
- do not throw cigars, cigarettes, ashes or matches in the dustbin
- do not use your own heating devices

What to do...

...in case of fire	Alert the reception Keep calm Please follow the instruction of the staff Leave the hotel immediately, collection point is at the chapel
...in case of smoke in the corridor	Close the room door Alert the reception Attract the attention at the window or on the balcony
...in case of smoke in the room	Leave the room Close the room door Alert the reception

Gas station with car wash

Coop gas station - near Pilatusmarkt, Ringstrasse 19, 6010 Kriens
Opening times: 6.00 am - 10.00 pm.

You will get an access map at the reception.

A charging station for electric cars is located by the hotel parking space.

Guest reviews

To improve our service continually, we ask you to complete the questionnaire or to evaluate us on [booking.com](https://www.booking.com)/Google.

Hairdresser

Coiffeur Steiner, Kantonsstrasse 67, 6048 Horw
Phone number: 041 342 11 00

Heating

The room temperature during the winter is usually 20 degrees Celsius and can be adjusted manually according to your wishes. On each heating element in your room, you will find behind the wooden cover a thermostat, which can be turned up or down.

Hotel front door

Please note that the door is closed in the evening. With your key card, you can open it at any time from outside. The grey key card reader is located on the left wall in front of the door.

Hygienic items

Toothbrushes or razors can be purchased at the reception (CHF 5.00 each item).

Internet / Wifi

The WiFi access in all parts of the building is free of charge. The code for the wireless network you have already received upon check in at the front desk.

If you want to borrow a tablet in the room please contact the reception.
You can print out documents at the reception from 7.00 am until midnight.

Ironing Service

Our ironing service is available daily 9.00 am - 4.00 pm. The prices refer to the list in your room. The ironed clothes will be returned within one hour.

If you wish to iron by yourself, we provide an iron free of charge from 7.00 am to 10 pm. Please contact the reception. For security reason, it is not allowed to iron inside the room. You will get the iron at the reception. The ironing station is in the basement.

Kettles and Boilers

For security reasons it is not allowed to use your own boilers and kettles in your room.

In your room we provide you a kettle. Please use this only for boiling water. Thank you. Coffee and tea is located separately on the tray next to the kettle.

Laundry service & dry cleaning

Please put the laundry in a laundry bag and bring it along with the completed list to the reception. The staff will count the laundry together with you and check the completed list. The bag and the price list can be found inside the cupboard.

Please note that we do not wash silk clothes or other fragile textiles.

The beds are changed every third day. If you like to have your towels changed, please put them in the bathtub. Upon request we provide you a daily change of linen. Please inform the reception.

Lost & Found

Please bring any found item to the front office desk. Lost items are kept for a period of six months. The hotel accepts no liability for items that were left behind and are missing.

Forgotten items will not be sent on the part of the hotel, as there have been problems at customs repeatedly in the past. Please contact DHL in your respective country and initiate the sending from your site. Thank you.

Luggage

If you wish, you can leave your luggage at the reception. But the hotel accepts no responsibility for lost, damaged or stolen luggage.

You find a luggage trolley in front of the hotel entry.

On request we bring your luggage to the room and pick it up at departure. This service is available from 7.00 am until midnight and is free of charge. Please contact the reception.

Minibar

Each room has a minibar with a rich selection of drinks and snacks. All items are not included in your room rate and will be charged extra. You will find the prices on the price list. Wine can be ordered at the reception.

Newspapers

You will get complimentary Swiss daily newspapers in the restaurants.

Notepaper, Stamps & Post

Notepaper and postcards can be found in the gray folder in the desk drawer.

Stamps are available at the reception. You can also leave your letters and postcards there. The postman will empty the mailbox on weekdays around 12.00 am.

Opening times of the post in Horw, Gemeindehausplatz 4: Monday - Friday 7.30 am - 12.00 pm and 1.30 pm – 6.30 pm, Saturday 8.00 am - 12.00 pm.

Parking

The hotel has a total of 77 outdoor parking spaces. We charge CHF 10.00 per night for the car park. If you have difficulty finding a space for your car, please contact reception. We accept no liability for any parking damage or break-ins.

Payment

We accept the following payments:

Swiss Francs or Euros as well as Mastercard, Visa, Maestro, Maestro CH and Postcard. We reserve the right to check money for authenticity.

We do not accept as payment CHF 1000.00 and 500 Euro notes.

Please note that for longer stays at the hotel you have to pay the bill at least once a week.

Pharmacy

Amavita Gemeindehausplatz 17, 6048 Horw

Phone number: 058 851 32 54

Opening times: Monday to Friday 8.00 am – 7.00 pm and Saturday 8.00 am - 5.00 pm.

The emergency pharmacy BENU at Lucerne railway station is open from Monday to Friday from 7.00 am to 9.00 pm, on Saturday from 8.00 am to 9.00 pm and on Sunday from 9.00 am to 8.00 pm. Telephone: 041 220 13 13

Pillows & Blankets

The following pillows are available:

Feather pillow	65 x 100 cm or 40 x 50
Allergy pillow Dauny Ottimo	65 x 100 cm The first-class Dauny fiber pillow with attractive quilted cover made of the finest satin, with cuddly fiber filling. Adaptable, dimensionally stable and cuddly. High resilience, moisture-regulating and breathable
Neck pillow Dauny Sanavital	65 x 100 cm Sanavital can be used on both sides and can be adjusted as required. The secret is the ingenious 3-layer core. A soft and supportive side with two different waves and removable insert. This allows the height, round shape and supporting force of the cushion to be adjusted individually.
Neck pillow Elsa	50 x 60 cm The anatomically shaped neck pillow made of viscoelastic elsa mineral foam® adapts perfectly to your neck thanks to your body temperature. So, the neck and shoulders are supported correctly even when lying on your side, cervical vertebrae, muscles and nerve tracts are relieved and the blood circulation improves.
Neck pillow Tempur Sonata	40 x 61 cm Ergonomically shaped cushion that provides optimal pressure relief. It provides optimal support and relieves the head, neck and shoulders. The pillow adapts perfectly to your body even with many changes of position.
Neck pillow Gosa Vide	50 x 60 cm Synthetic pillow that keeps the temperature at a uniform level. It is provided with a temperature-compensating internal feature that sorbs and releases the heat.
Neck pillow Gosa Klätt	50 x 60 cm The high part of the pillow fits to sleep on the side, the flat part supports well, if one sleeps on the back.
Gosa Vadd	50 x 60 cm A high synthetic cushion. The filling of fiber balls makes the pillow soft and comfortable.
Axag Kissen	50 x 60 cm A well-filled pillow for those who prefer a firmer surface.
Duvet cover Dauny Ottimo Uno	160 x 210 cm The silky soft fiber duvet with a shell of fine satin. The natural fiber fiber (cellulose) made of wood, filled with an exclusive, new 3D high-tech polyester hollow fiber is extremely light, supersoft and cuddly. This combination optimizes the moisture transport and temperature compensation and combines the optimum ease of care and hygiene with a dream of softness and loft. Is suitable for frequent washing. Especially recommended for allergy sufferers and asthmatics.

Also you are welcome to request an additional blanket.

Power Connection

Voltage is 220 volts.

Questionnaire

Your opinion has a great importance for us. We look forward for every completed questionnaire. Please hand it to the front desk staff when you leave.

Relaxing area

Our hotel's own sunbathing lawn is located directly on the lake. You will find bath towels in your room cupboard during the summer months. Depending on the weather (May to September), we reserve the right to store the cushions and parasols or to put them out later. The entrance to the pool for hotel guests is located by the sunbathing lawn.

Please contact our service staff to order drinks or food.

Reception

Please note that our reception is not occupied from 11.00p.m. to 7.00a.m.. Contact us only in emergencies.

During this time we do not accept wake up calls, room service, early check out or additional questions and requests. Check out is possible at 7.00 am. Thank you for your understanding.

Restaurants

Please note that our restaurants are closed the whole year on Mondays and Tuesdays and from 1st of November to 31st of March on Sundays by 6.00 pm. We accept food orders until 5.00 pm. From 6.00 pm to 10.00 pm we offer you room service.

Neptun

Is the lakeside restaurant. Weekdays we serve lunch menus, with a large buffet with fresh salads and a selection of international dishes.

Every Sunday we organize a brunch buffet from 11.30 am to 2.00 pm.

Opening times 11.30 am until 5.00 pm and 6.00 pm until 10.00 pm. The kitchen is open from 11.30 pm - 1.30 pm and 6.00 pm - 9.00 pm. Between 1.30 pm to 6.00 we serve only the menus from the daytime menu.

Please note that the daily menus are not served on holidays and from Wednesday to Friday.

Neptun Terrace

Opening hours from 7.00 to 22.00. Cuisine from 11.30 to 13.30 and 18.00 to 21.00. Between 13.30 and 18.00 we serve dishes from daytime menu. The Neptun Terrace is closed from 11.00 pm and in October from 6.00 pm.

Venus and Venus Terrace

In an elegant ambiance with a beautiful view on the lake and the mountains we will serve you culinary delights. In winter you will enjoy a candlelight dinner in front of the fireplace. In the summer time you will relax between the palm trees on the waterfront.

Gaststube

Spend relaxing moments in a rustic ambiance in our Gaststube or at the bar. Simple but delicious dishes and snacks will be served there, or cheese specialties like Swiss Fondue (but only during winter months).

Open 7.00 am until 10.00p.m.

Table reservations are recommended for all restaurants.

Lounge

We only serve drinks in the lounge. (Self-service).

Room cleaning

The rooms for arriving guest will be cleaned first. If you wish to have your room cleaned before 1.00 pm please contact the reception desk.

Red card



If the red card is hanging on the room door, please note that we do not enter or clean the room.

Room Service

Please refer to the current menu and the room service menu in your room.

Please note that we charge a surcharge of CHF 20.00 per room service order.

Sewing service

If you need a sewing service, please contact the reception. We offer this service from 9.00 am until 4.00 pm.

Shopping

Opening hours of the shops in Horw: Monday to Thursday 8.00 to 12.00 and 13.30 to 19.00, Friday 8.00 to 20.00 (opening hours vary depending on the shop) and Saturday 8.00 to 16.00.

Opening hours of the shops in Lucerne: Monday to Friday 9.00 a.m. to 7.00 p.m, and on Saturday 9.00 am to 5.00 pm.

Pilatusmarkt Kriens" shopping centre, Ringstrasse 19, 6010 Kriens:

Monday to Thursday from 9.00 to 19.00,

Friday from 9.00 to 21.00 and

Saturday from 8.00 a.m. to 5.00 p.m.

The shops in SBB RailCity Lucerne (railway station) are open daily from Monday to Friday 9.00 a.m. to 9.00 p.m. and 10.00 a.m. to 8.00 p.m. on Saturdays and Sundays.

Shoe polishing service

You can find a shoe-cleaning machine at the wardrobe at the reception.



Smoking

According to the law, all rooms and areas of the hotel are smoke-free. The lakeside terraces and room balconies are smoking areas. If you smoke in your hotel room anyway the fire-alarm will be activated immediately.

Sundry

"Where is what in the hotel room"

In the desk drawer under the TV you will find the operating instructions for the remote control.

In the other drawer you will find instructions for medical emergencies at night, questionnaires and a grey folder with the following contents: house brochure, biros and notepad as well as stationery, envelopes and a postcard.

In the wardrobe you will find a laundry bag with a laundry list, a minibar and a fan. During the summer months, you will also find cushions for the balcony chairs and bath towels for the sunbathing area.

A non-slip mat for the bath or shower can be found in the cupboard.

Taxi / Cab

Please contact the reception 1 day in advance for taxi orders, as long waiting times may occur depending on the weather and order situation.

Train information

Timetables are available at reception, or connect to www.sbb.ch, or call the rail service: Verkehrsbetriebe Luzern (phone number: 0900 300 300, CHF 1.19 / min from the Swiss fixed network)

Umbrellas

During your stay we can borrow you umbrellas at the reception. They are free of charge.

Valuables

For security reasons please put all your valuables in the room safe. This safe is only insured up to CHF 1'000.00. We would like to draw your attention that the hotel is limited and under the general liability for loss or theft can be held accountable. For valuables not placed in the safe the hotel will not be liable.

Wake-up call / Phone

Telephone has a wake-up function (see separate description). You also can ask for an alarm clock at the reception or you set the alarm clock on your mobile phone.

The reception is not occupied from 11.00p.m. to 7.00 am. We do not do any wake up calls during this time.

To call a room from another please dial the room number.

Wellness

Fitnesspark Allmend Luzern, Zihlmattweg 46, 6005 Luzern
Phone number: 041 360 66 91, www.fitnesspark.ch

Personal Training

For further information please contact the reception.