

HOTEL
FELIX
ZÜRICH

Zurich, Autumn 2020

Dear guest,

Welcome to Hotel Felix Zurich. We are glad that you have chosen to stay with us in Zurich. We hope you will have a great time.

You will be staying in a newly renovated room. We are going the extra mile to offer you a unique experience. Are you enjoying your stay? Do you need anything? What can we do to make your stay even more pleasant? Your feedback is important to us. Please let us know.

We are here for you.

Your Hotel Felix Zurich Team

Hotel Information

Reception

You can call us between 07:00 hours and 22:00 hours on +41 44 256 76 00.

Night desk

If you need help between 22:00 hours and 07:00 hours, you can call the Best Western Plus Hotel Zürcherhof, in Zähringerstrasse 21, on +41 44 269 44 44.

Front desk hours

Our reception is open between 07.00 and 22.00 hours every day.

Check-in from 14.00 hours

Check-out before 12.00 hours

We request you to pay your bill on your last evening with us if you plan to leave before 07:00 hours the next day.

Breakfast

You can book breakfast for CHF 25.00 per person per night.

Breakfast timings

Breakfast Monday to Friday 7.00 – 10.00 hours

Breakfast Saturday and Sunday 7.00 – 11.00 hours

General information

Adapter

You can get international adapters and various mobile phone chargers from our reception for a deposit of CHF 20.00.

Airport

You can buy one way S-Bahn train tickets to the Zurich airport at the reception for CHF 6.80.

Assembly point

If there is a fire, leave the hotel following the escape plan which is affixed on your room door and please follow the instructions of the hotel staff. If you take the emergency exit in the basement to leave the building, the assembly point for Zürcherhof will be in the courtyard to your left.

Baby bed

We would be delighted to welcome little guests. Please call our reception to avail of a free baby bed.

Bank

The closest bank counter and ATM are located only a few minutes away at Zurich's central square.

UBS ATM - Zurich Central

Stampfenbachstrasse 1

8001 Zurich

+41 44 234 11 11

Swiss Post ATM

Niederdorfstrasse 31

8001 Zurich

+41 84 888 87 10

Zurich Cantonal Bank

Limmatquai 112

8001 Zurich

+41 84 484 38 23

Bedding

We will happily provide you with a second pillow, an extra blanket or a woollen blanket if you want. You can also ask for millet hull pillows. If you are allergic, we will provide you with special bedding. Please inform the reception if that is the case.

Barber / Hairdresser

We would be happy to make an appointment with a hairdresser for you.

Beauty service

For massages, facials, manicures, pedicures and more, we recommend the Schminkbar, Beatengasse 9, 8001 Zurich, Phone +41 43 333 08 08, www.schminkbar.ch. We would be happy to make an appointment for you.

Coffee

We are happy to serve you delicious specialty coffee in the lobby. You will find our selection in the bar menu. If you feel like coffee outside our opening hours, you can also get instant coffee on request at the reception.

Consulting doctor

Our receptionists will be happy to make an appointment for you with a general practitioner or with a specialist. The Permanence clinic at Hauptbahnhof (main station) is open seven days a week for emergencies. Patients with acute health problems can get a check-up and treatment without taking an appointment.

Permanence Hauptbahnhof

Bahnhofplatz 15 8021 Zurich

+41 44 215 44 44

Day tickets for public transport in Zurich City

You can buy day tickets for 24h for the city (Zone 10) at the reception for CHF 8.80. You can take the tram, the bus, the train, the passenger boat, and the Limmat river cruise with the day ticket.

Emergency numbers

Fire brigade	118
Police	117
Rescue service	144
Toxicological Institute, Poisoning emergency	145

Emergency evacuation

In the event of an emergency or fire, a very audible emergency signal will sound in all areas of the hotel.

There will be no automatic evacuation announcement.

Excursions

Our reception has brochures for all kinds of excursions and city tours. We will be happy to help you with tour reservations.

Early breakfast

Please inform our receptionist on the previous day by 14:00 hours, if you are planning to leave before breakfast the next day. We will pack your breakfast for you and send it to your room on the evening before you leave.

Fitness Club

There is a fitness club at the Central square itself, just five minutes on foot from the hotel:

ACTIV FITNESS Zurich Central

Weinbergstrasse 5

8001 Zurich

+41 44 261 04 14

Foreign currency exchange

You can exchange the following currencies at the reception, whereby a seven percent commission will be deducted:

Euro, US Dollar and British pound sterling.

Please note that in Switzerland the Swiss Franc is used everywhere. You can also pay in foreign currencies (Euros) in many places but you will only get change in Swiss francs. For converting larger amounts, we recommend you go to the currency exchange office at the Stadelhofen railway station, which is open from Monday to Sunday.

Heating

Our building has central heating. The room temperature is regulated automatically. Radiator settings can be adjusted individually. If the temperature is too hot or too cold for you, please contact our reception.

Internet

You can use wireless internet throughout our building for free. *HOTEL FELIX ZÜRICH*

Ironing service

We will provide you with an iron and an ironing board. Special orders are handled by a cleaner.

Jogging trails

Our receptionists will gladly recommend you various jogging trails for every level.

Lost and found

If you have lost something in your room or in the lobby, please contact the reception. If you have lost valuables outside the hotel, please contact the lost and found office at the Hauptbahnhof (main station).

SBB Zurich Hauptbahnhof

Lost and found office

8001 Zurich

+41 512 22 29 03

Zurich City Lost and found office

Werdmühlestrasse 10

8001 Zurich

+41 44 216 25 50

Laundry

Please hand in your laundry at the latest by 8:00 a.m. (Monday to Friday) at the reception. Depending on the amount and effort, your laundry will be cleaned the same day. You will find the detailed price list in the cupboard next to your laundry bag. On request we also offer external dry cleaning.

Luggage service

We can store your luggage in our storage room. Please hand over your luggage at the reception.

No-Smoking rooms

Hotel Felix is a no smoking hotel. There are ash trays outside our main entrance that you can use. If our no smoking policy is violated, we reserve the right to charge a special cleaning fee of CHF 250.00 per room and stay.

Newspapers

Free newspapers are available in our breakfast zone.

Pets

We are a pet-friendly hotel and are happy to welcome also your dog or cat for an extra charge of CHF 20.00 per pet per night. We will gladly provide a dog bed as well as a bowl. We and later guests are grateful if our dear animal friends sleep on the dog bed or floor and do not dream on the sofa and bed. During breakfast the four-legged friends stay in the room, we have extra signs at the reception so that the housekeeping does not enter the room when the animals are alone.

Parking spots

We have four parking spots which we rent out at CHF 30.00/ night on request.

Pharmacy

TopPharm Leonhards Pharmacy

Stampfenbachstrasse 7

8001 Zurich

+41 44 252 44 20

Amavita Pharmacy
Bahnhofpassage 15
8001 Zurich
+41 58 878 25 30

Room service

You can take your breakfast or your drinks and food purchased from the lobby to your room. We do not provide room service.

Reception Services at night

Our reception is closed from 22.00 hours. If you need help, you can call our night desk at the Best Western Plus Hotel Zürcherhof in Zähringerstrasse 21, on +41 44 269 44 44.

Room cleaning

The room is cleaned every day. A change of bed linen takes place every three days for a longer stay or at any time upon request.

Stamps

You can buy stamps at our reception or at any kiosk or post office.

Sewing kit

Available at the reception.

Smoking

We are a no smoking hotel. We therefore kindly ask you not to smoke in the room. Smoking outside the hotel is permitted. If our no smoking policy is violated, we reserve the right to charge a special cleaning fee of CHF 250.00 per room and stay.

Shoe cleaning machine

On the ground floor you can find a free shoe cleaning machine.

Taxi

We will be happy to call a taxi for you at the reception.

Toiletries

Tooth cleaning kit, shaving kit, sewing kit, shampoo, shower gel, nail file, slippers, earplugs and hair comb are available upon request at our reception.

Umbrella

You can use the umbrellas at our reception for free during your stay. If you want to take an umbrella with you after your stay, you can buy it for CHF 15.00 / piece at the reception.

Wake-up call

We can give you a personal wake-up call in the morning. You can request wake-up calls directly at the reception before 22.00 hours. Outside of reception hours, you can request your wake-up call on the following number: Best Western Plus Hotel Zürcherhof, in Zähringerstrasse 21, Phone number +41 44 269 44 44