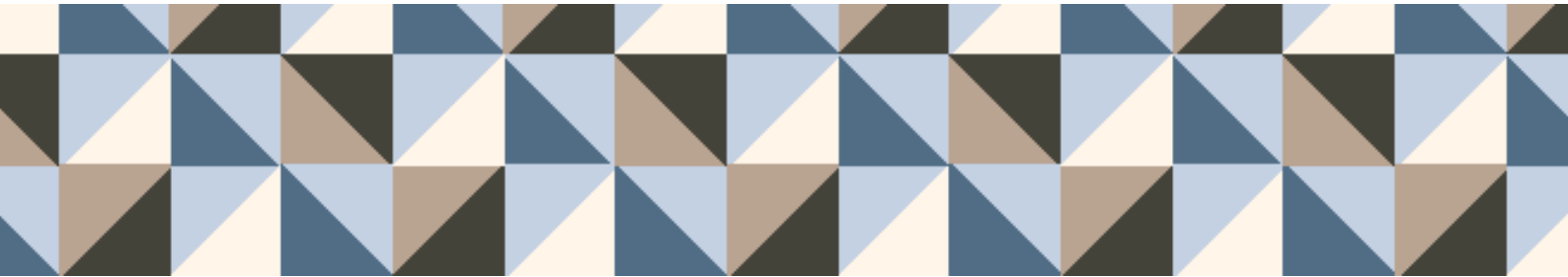




# Guest information

Welcome to  
Hotel Felix!

HOTEL  
**FELIX**  
ZÜRICH



# A

## **Adapter**

There are 230 volt sockets in our rooms. International adapters are available at our reception for a deposit of CHF 20.

## **Airport**

You can get to Zurich airport either by public transport or taxi. We can issue you with a valid public transport ticket at reception. We will also be happy to organise a taxi for you on request.

## **Air conditioning**

As our building is a listed building, we were not allowed to install air conditioning. As an alternative, we provide fans free of charge.

## **After-hours service**

Our reception is no longer staffed after 10 pm. In case of emergency, you can contact our night service at the partner hotel Opera Hotel. In addition, our colleagues from the neighbouring hotel «Best Western Plus Hotel Zürcherhof» are at your disposal during the night.

## **Assembly point**

In the event of a fire, please leave the hotel according to the escape plan attached to your room door and follow the instructions of the staff. The assembly point «Zürcherhof» is located in the courtyard on the left side when you leave the building via the emergency exit in the basement.

# B

## **Baby cot**

We are happy to welcome our little guests as well. Please contact our reception for a free baby cot.

## **Bank**

The nearest counter and ATM are just a few minutes' walk away at Central.

## **Bathrobe**

If you would like a bathrobe and slippers, please contact our reception.

## **Bathroom stool**

We will be happy to provide you with these on request.

## **Bed linen**

On request, we will be happy to bring you a second pillow, an extra blanket or a woollen blanket. We provide special bed linen for allergy sufferers. Please inform the reception. Please inform the reception. If you would like a daily change of bed linen, please also let reception know.

## Breakfast

The breakfast buffet is served at the following times: Monday to Friday from 7 am to 10 am, and Saturday and Sunday from 7 am to 11 am. Guests who have booked their stay without the delicious breakfast can add it at a price of CHF 25 per person per day (CHF 23 if you have booked in advance) - please contact our reception for this.

## C

### Check-In

Your room will be available from 3 pm on the day of arrival.

### Check-Out

On the day of departure, we kindly ask you to leave your room by 12 noon. For extensions, please contact our reception in good time. We will be happy to make this possible for you, subject to availability and surcharge.

### Country codes

Germany	D	0049
France	F	0033
Italy	I	0039
Great Britain	GB	0044
Netherlands	NL	0031
Austria	A	0043
United States	USA	001
Israel	IL	00972
From abroad to Switzerland		0041

### Currency exchange

The following currencies can be exchanged at the reception: Euro, Dollar and British Pound. Please note that the currency CHF applies everywhere in Switzerland. However, you can also pay with foreign currencies (euros) in many places. However, the return money is only in CHF. For changing larger amounts, we recommend the Change office at Stadelhofen station, which is open daily.

## D

### Doctor

The reception staff will be happy to make an appointment for you with a general practitioner or specialist. The doctor's station «Permanence Bellevue» is for urgent treatments. Patients with acute health problems can be examined and treated without prior appointment.

### Dogs

Your pet is welcome. We charge CHF 20 per day and dog.

# E

## **Excursions**

As a hotel guest, you can find inspiration via Get Local. We will be happy to help you with the selection and the corresponding booking.

## **Electricity**

230 volts, 50 hertz (adapters are available at the reception).

## **Extra beds**

Extra beds are available for an extra charge of CHF 40 per person (breakfast included). We provide the extra beds free of charge for children up to seven years of age. Please inform the reception.

## **Emergency call**

Emergency call: 112

Police: 117

Fire brigade: 118

## **Environment**

We are very committed to preserving our environment. Please support us by helping to decide how often we should change the terry towels. Please put them in the bathtub/shower and we will replace them at the next room cleaning.

# F

## **First aid**

Contact the reception.

## **Fire and emergency**

Please refer to the map on your room door. Fire extinguishers are well marked on each floor in the stairwell.

# G

## **Guest laundry**

Please hand in your laundry at the reception by 8 a.m. at the latest (Monday to Friday). Depending on the quantity and effort, your laundry will be cleaned on the same day. You will find the detailed price list in the cupboard next to your laundry bag. If you have any questions about our tailoring, laundry and shoeshine service, please contact our reception.

# H

## **Hairdresser**

We will be happy to make an appointment with a hairdresser for you. Our recommendation is the «Coiffeur Zürich cut&color» salon, just under three minutes' walk from the Hotel Felix.

## **Heating**

Our house has central heating. The room temperature is regulated automatically. The radiators can be operated individually. If you find it too warm or too cold, please contact our reception.

## **Hygiene articles**

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

# I

## **Ironing service**

We are happy to provide you with an iron and ironing board free of charge.

## **Internet**

WLAN is available free of charge in our hotel.

Network name: HotelFelix

No password

# L

## **Lost property**

If you have lost something in the room or restaurant, please contact reception. If you have lost something outside the hotel, please contact the lost property office at the main railway station.

## **Luggage service**

We are happy to store your luggage in our luggage room. Please hand it in at our reception. If you need help with your luggage, please contact our reception.

# M

## **Management**

Stefanie Spielmann, Cluster Hotel Manager

# N

## **Non-smoking room**

The Hotel Felix is a non-smoking hotel. We kindly ask you to smoke your cigarette outside the hotel. If you smoke in the room, we will charge you a fee of CHF 250 for cleaning costs.

# P

## **Pharmacy**

A pharmacy is located directly next to Central «TopPharm Leonhards Apotheke» and is open from Monday to Saturday.

## **Public transport**

Day tickets for 24h for the city (zone 10) are available at the reception. You can use these for tram, bus, train, course and Limmat boat.

## **Parking spaces**

We have a limited number of paid parking spaces in our courtyard. We recommend booking in advance as demand is always very high. Access is limited in time. Arrivals by car after 8 pm must be reported to the police. We also recommend the nearby Urania car park.

## **Payment**

We accept the following means of payment:

Cash CHF, Euro, Dollar and British Pound. Credit cards: Visa, Master Card, American Express, debit cards Maestro and Twint.

## **Privacy policy**

Our privacy policy is available here at any time:

<https://www.meili-selection.ch/datenschutz>

## **Printing service**

Do you need to print out a boarding pass or something similar? Our reception will be happy to help you.

# R

## **Reception**

Our reception is open daily between 7 am and 10 pm.

## **Restaurant recommendations**

Please do not hesitate to ask our staff for recommendations. We will be happy to help you choose and book your restaurant.

## **Room cleaning**

Our rooms are cleaned daily.

# S

## **Stamps**

Stamps are available for a fee at the reception desk or at any kiosk or post office.

## **Sewing kit**

Available at the reception.

## **Self Check-In / Self Check-Out**

You have the option of checking in or checking out online. You the only need to make a short stop at reception to collect or pick up your key.

## **Shoe cleaning utensils**

We are happy to provide you with these on request.

## **Smoking**

The Hotel Felix is a non-smoking hotel. We kindly ask you to smoke your cigarette outside the hotel. If you smoke in your room, we will charge you a fee of CHF 250 for cleaning costs.

# T

## **Taxi**

We will be happy to order a taxi for you, please contact our reception.

## **Towels**

We can change your towels daily on request. Please place them on the floor in the bathroom.

# U

## **Umbrella**

You can use the umbrellas at our reception free of charge during your stay.

# W

## **Wake-up call**

Please inform reception when you would like to have a wake-up service.