



HOTEL • BRASSERIE • VERANSTALTUNGEN

GUESTINFORMATION

Dear guests,

In our guest information you will find the most important information about your stay with us at the Hotel Spirgarten. If you have any further questions or would like advice about your stay, our reception team will be happy to help you at any time.

We look forward to welcoming you and wish you a pleasant stay.

Your Hotel Spirgarten Team



HOTEL • BRASSERIE • VERANSTALTUNGEN

WELCOME TO THE HOTEL SPIRGARTEN

We are delighted that you have chosen our hotel and wish you a pleasant stay with us.

OPENING HOURS RECEPTION

Monday – Friday: 06.00 am – 09.00 pm
Saturday, Sundays and holidays: 08.00 am – 05.00 pm

OPENING HOURS RESTAURANT BRASSERIE SPIRGARTEN

Monday to Saturday: 07.00 am - 11.00 pm
(kitchen open 11.30 am - 9.00 pm)
Sunday: 07.30 am - 11.00 am

BREAKFAST BUFFET

Monday to Saturday: 06.30 am - 10.00 am
Sunday: 07.30 am - 11.00 am

IMPORTANT PHONE NUMBERS

Reception: 444 / +41 44 438 15 15
(Opening hours see above)
Brasserie: 405 / +41 44 438 15 55
(Opening hours see above)
Daru-Wache: +41 56 461 77 83
(For emergencies during the night)

Police: 0- 117
Fire department: 0- 118
Emergency Physician/Ambulance: 0- 144

IN CASE OF FIRE

- Keep doors and windows closed
- Leave the building immediately via escape routes (escape route, see notice on doors and in the corridors) Fire extinguishers are located in the corridors.

CHECK-IN / CHECK-OUT

Check-in:
Monday – Friday: 02.00 pm – 09.00 pm
Saturday, Sundays and holidays: 02.00 pm – 05.00 pm
If you arrive later, your room card will be deposited in a key box.

Check-out:
Monday – Sunday: until 11.00 am

For Early Check-in / Late Check-out please contact the reception in advance.
According to availability an Early Check-in / Late Check-out is possible with additional costs.

ROOM CLEANING

Your room will be cleaned once a day. Room cleanings are possible between 10.00 am and 02.00 pm.

INTERNET

Free Wifi is available in all public hotel areas and guest rooms! The network is called „Gast@Spirgarten“. The code is “hotel8048”.



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EVERYTHING YOU NEED TO KNOW FROM A - Z

ADAPTER/ LAN-CABLE/ EXTENSION CABLES

Adapters and LAN Access or Extension cables are available at the reception for a deposit payment. The standard main voltage is 220V.

AIR CONDITIONING

Our rooms do **NOT** have air conditioning. However, we can put a fan in your room or a heater in the winter.

ALLERGIES / INTOLERANCES

Bed linen: All our bed sheets and pillows are from synthetic material and uncomplicated for people with allergies.

Food & beverage: Please contact our front office team or restaurant staff in order for us to adapt to your wishes as best as possible.

BABY BEDS

Our housekeeping and front office team will be pleased to be of assistance, if you require a baby bed or blanket just dial 444 on your phone or come to the reception during our opening hours.

BAHNHOFSTRASSE

Zürich's famous shopping street with its well-known shopping facilities, restaurants and bars is just 18 minutes away from the hotel.

You can take the tram No. 2 in front of the hotel directly to Paradeplatz.

BANK

The nearest banks or cash machines are located as follows:

UBS AG, Badenerstrasse 678, CH-8048 Zürich

Monday - Friday from 09.30 am - 12.00 pm / 02.00 pm - 05.00 pm (distance appr. 100m)

ZKB, Altstetterstrasse 142, CH-8048 Zürich

Monday - Friday from 09.30 am - 12.30 pm / 01.30 pm - 04.30 pm (distance appr. 200m)

BANQUETS AND CONFERENCES

In our hotel we have 7 different banquet & conference rooms (appr. 1000 people).

For enquiries, please contact the event team (sales@spirgarten.ch)

from Monday to Friday from 08.00 am until 05.00 pm.

BEVERAGES / SNACKS

On your day of arrival, we offer you a bottle of mineral water, which you will find in your room. Additional drinks and snacks can be purchased directly in our brasserie.

The Swiss tap water has a good drinking quality. You can drink the water directly from the tap without any concerns.

BLANKETS & PILLOWS

For the environment's sake, we change your blankets every third day. We will be pleased to provide additional blankets or pillows, which are synthetic. Please contact the front office team or dial 444 at your telephone.

BREAKFAST

Our breakfast buffet with regional products is served at our Brasserie, daily from 06.30 am - 10.00 am (Monday until Saturday)

from 07.30 am - 11.00 am (Sunday and Holidays)

Breakfast per person/ day Price CHF 19.00

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BUSINESS SERVICE

A laptop with free internet access is available at our front desk. You may use our free Wifi, which is available in the entire hotel. If you need to print anything, don't hesitate to contact the front office team. They will print your documents for additional charges.

CAR RENTAL OR GARAGE FOR REPAIRS

Our front office team will be pleased to provide you with information and assistance.

CHARGER

Have you forgotten your charger? No problem!

Some types of chargers are available for a deposit at our reception.

CHECK-IN / EARLY CHECK-IN

Check-in starts at 02.00 pm. On request we can offer you an Early Check-in upon availability at 12.00 am for an additional cost of CHF 25.00 per room.

CHECK-OUT/LATE CHECK-OUT/ EXPRESS CHECK-OUT

We kindly ask you to leave your room by 11.00 am. If you wish to check out later, please contact the front office team in advance. Upon request and availability, we can offer you a late check-out until 02.00 pm for an additional cost of CHF 25.00 per room. Late check-out after 02.00 pm we will charge an additional night.

Express Check-out: To speed up check-out in the mornings, we recommend to settle your bill the evening before check out. Please contact our front office team for any further information's.

CHURCH SERVICE

Our front office team will be pleased to assist you with locating a church service in the area.

CINEMA

Current cinema programmes are available at the reception. Of course, we will also help you with the reservation.

CITY TOURS

Our front office team will be pleased to assist you with booking a city tour.

COFFEE AND TEA

Would you like to enjoy a cup of coffee early in the morning or in the afternoon in private?

In your room you will find a kettle for hot water. On the side there are some coffee and tea bags as well as sugar and coffee whiter for you to use.

COURIER SERVICE

We will be pleased to help you arrange a courier service with FedEx, DHL or UPS.

CREDIT CARDS

We accept all common credit and debit cards (American Express, Diners Club, Eurocard / Mastercard, Visa, EC, Maestro, Reka and Postcard). Please note, that we do not accept personal cheques or credit cards from third parties.

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DOCTORS / MEDICAL EMERGENCY

Our front office team will be pleased to make an appointment with the allcare⁺ medical centre in Zürich-Altstetten. It`s also for urgent medical treatment.

Patients with acute health problems can be examined and treated without having to make an appointment in advance.

Mürtschenstrasse 26

CH-8048 Zürich

Tel. 0041 44 311 20 20

Monday – Friday from 08.00 am – 05.30 pm

Saturday + Sunday closed

www.allcare.ch

ESCAPE ROUTES

In the event of a fire, please observe the escape route plan on your room door as well as in the corridors. It provides you with information on where the nearest emergency exit is located.

EXCURSIONS

Our front office team will be pleased to provide you with information on excursions and city tours. We hope you will enjoy your excursion.

The Zurich Tourismus office may as well be helpful:

Zürich Tourism

Main Train Station

CH-8021 Zürich

Tel. +41 44 215 40 00

open daily from 08.30 am - 07.00 pm

www.zuerich.com

FIRE

In case of fire:

Please do not use the elevator.

Keep the windows and doors shut.

Read the emergency plan.

Leave the hotel immediately by using the designated staircase or emergency exit.

Fire extinguishers are located on every floor.

FLIGHT RESERVATION / -INFORMATION

Information or inquiries about flights, arrival and departure times you may find under www.flughafen-zuerich.ch or contact our reception for help.

FLOWERS

We will be pleased to arrange flowers for you. Please be so kind and inform us in time.

If you wish to select them yourself, we recommend:

Blumen-Fee, Albisriederstrasse 342, CH-8047 Zürich

Tel. 0041 44 401 18 18.

Altstetter Blumen, Lindenplatz 4, CH- 8048 Zürich, Tel. 0041 44 431 12 17

GUEST LAUNDRY

Guest laundry must be deposited at the reception in a laundry bag before 09.00 am in order to be ready for you by around 05.00 pm. Laundry service is available daily, except dry cleaning which is not possible on Saturdays and Sundays. You will find the prices on the laundry list in your room.

GUEST POST

If you have a longer stay in our hotel, you are welcome to send your mail to our address. You can pick it up at the reception, where we will keep it for you.



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GUEST SATISFACTION

Our top priority is to ensure full satisfaction on the part of our guests. Please help us to improve the quality of our services on an on-going basis and to eliminate any unsatisfying experiences. Thank you very much for your help.

HAIRDRESSER

Lindencoiffeur, Badenerstrasse 681, CH-8048 Zürich,
Tel. +41 44 506 72 72
Sunday closed
Monday - Friday from 9.00 am - 7.30 pm,
Saturday 8.30 am - 6.00 pm.

HYGIENE TOILETRIES

Soap, Body&Hair, nail file, shower cap, vanity-set, tissues, shaving set, dental kit, comb articles are available at the reception free of charge.

IRON / IRONING BOARD

You may borrow an iron and ironing board at the front desk or just dial 444 on your phone.

IRONING SERVICE

On request, we will be pleased to iron your linen from Monday - Friday from 09.00 am - 04.30 pm (with additional costs). Your linen will be returned within one hour.

LETTERMARKS

Stamps, stationery and envelopes are available at the reception desk.

LOBBY

Our lobby offers space to meet with acquaintances and business colleagues.

LOST & FOUND

If you lost something in the hotel or restaurant, please contact the front office team.
If you lost something outside the hotel, please contact the lost property office as follows:
VBZ Fundbüro, Werdmühlestrasse 10, CH-8001 Zürich, Tel. 0041 44 216 25 50.

LUGGAGE ASSISTANCE/ STORAGE

If you require assistance with your luggage, please contact our reception or dial 444. You can deposit your luggage temporarily and free of charge at our reception.

MAINTENANCE

If you find any damage in your room, please contact the front office team immediately. We will take care of the damage as fast as possible.

MONEY EXCHANGE

For money exchanges, please see the bank information or contact the reception.

NEWSPAPER

We provide a selection of current newspapers free of charge at the front desk and in our restaurant.

NON-SMOKING ROOMS

All our hotel rooms are non-smoking rooms as well as all other areas in the hotel.

PARKING SPACES

At the **public** parking, "Parking Lindenplatz" there are parking spaces available for a charge of CHF 20.00 per day, on availability. No reservations are possible.

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PETS

Well-behaved pets are welcome to stay with us if requested in advance. We additionally charge CHF 25.00 per pet and per night.

PHARMACY

Pharmacy Altstetten 1, Badenerstrasse 681, CH-8048 Zürich,

Tel. 0041 44 431 20 80

Opening hours: Monday – Friday: 8.00 am – 7.00 pm
Saturday: 8.00 am – 5.00 pm

PHONE

For any information or any other help, please contact our front office team by dialing 444 on your phone. For external numbers please dial first the 0 and then the external number.

For internal calls please dial the according room number.

Charges per unit are CHF 0.80. Telephone charges will be automatically charged to your hotel bill. AT&T- Calling cards and Toll Free are not available.

If you need any help or international call numbers, please ask the reception.

PHOTOCOPY

Our front office team will be pleased to make photocopies for you. The charge per black and white copy is CHF 0.50 and CHF 1.00 for a colour copy. The service is available during the opening hours of the reception.

PLEASE "DO NOT DISTURB"

Be so kind and hang up the sign at the door, which you can find in your room, if you don't want that somebody disturbs you or our team tidies up your room.

POST / MAIL OFFICE

The next Post office is located at Altstetterstrasse 159, 8048 Zürich.

(distance appr. 170m)

Monday - Friday from 08.00 am - 07.30 pm

Saturday 08.00 am – 04.00 pm.

RESTAURANT

In our Brasserie we offer tasty Swiss dishes from local products. The traditional swiss cuisine is redefined with a modern twist and perfectly completed with the handpicked variety of 20 beers to choose from. The fine selection of wines and Swiss spirits complements the menu.

For table reservations, please contact the reception, dial 444.

SAFE

We recommend locking all your valuables in your room safe. The hotel takes no responsibility for the loss of property in hotel rooms. We will be pleased to explain you how to use the safe.

SAUNA

The public swimming pool Altstetten, located within walking distance, offers a public sauna (extra charges).

For more information, please contact our front office team or dial 444 on your phone.

SEWING SERVICE

We are equipped to do small sewing jobs for you from Monday to Friday from 08.00 a.m. – 04.00 p.m. (with additional costs). Sewing kits are available at our reception free of charge.

SHOE SHINING MACHINE

Is located on the 2nd floor. This service is free of charge.

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SWIMMING POOL

The public swimming pool in Altstetten, is located in walking distance. For more information, please contact our front office team or dial 444 on your phone.

TAXI

Please contact the reception for all forms of transport or dial 444 on your phone.

TICKETS

Our front office team will be pleased to arrange tickets of all types on your behalf.

TOWELS

For the environment`s sake you can leave the towels on the towel rack. If you wish to have your towels changed, please leave them on the bathroom floor!

TRAM

The tram No. 2 leaves in front of the hotel at the tram stop „Lindenplatz“. In only 18 minutes you reach the city centre (Paradeplatz). The tram runs frequently each 10 - 15 minutes. Daily tickets for the City Zone 110 are available at the front desk (with additional costs).

TRAVEL BY TRAIN

Swiss Federal Railways at Zürich-Altstetten Railway station is only (600m) away from our hotel, or 2 stations by bus No. 78 or 80. Trains to the airport and to other directions leave from the station. Our front office team will be pleased to assist you in finding your connection.

You can find further information on www.sbb.ch.

UMBRELLA

Upon request, you can borrow an umbrella at the front desk.

Zoo

Experience the Zurich Zoo where you can observe around 400 different kinds of animals. The Masoala Rainforest Hall, the Kaeng-Krachan Elephant Park and the new Australian facility with koalas, wallabies and giant monitors are just some of the attractions you can enjoy. For further information please contact our front office team.

Wishing you a pleasant stay at the Hotel Spirgarten

Your Hotel Spirgarten Team