

# Feldbach

SEE & PARK HOTEL

## GUEST INFORMATION

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Welcome to the See & Park Hotel Feldbach. We are pleased to welcome you with us. All seasons have their charm here at the beautiful Lake Untersee. Would you like to feel good and make the most of the time you have? Spend your free time in a deck chair in the park or explore the Thurgau with the hotel's own bicycles or an e-bike, along the lake and through vineyards and apple orchards. If you would like to see the beautiful region from another perspective, a boat trip is the best option in summer. For example, go as far as Constance or Stein am Rhein. After a wonderful day on the lake and on land, we cordially invite you to our beautiful restaurant or to the breathtaking lake terrace. Here you will find the right setting to reflect on what you have experienced.

The following information will help you to find your way quickly. Our Feldbach team will be happy to help you with any questions or requests you may have.

### **Arrival**

From 3 pm. Earlier arrival is possible upon request and subject to availability. You always have the possibility to leave your luggage with us.

### **Adapter**

You need an adapter for the Swiss socket? Please contact the reception team. We will add CHF 10.00 deposit to your room bill, which we will credit back to you upon return.

### **Banks**

Raiffeisenbank Steckborn	Seestrasse 129	Phone +41 52 742 77 77
Thurgauer Kantonalbank Steckborn	Seestrasse 132	Phone +41 848 111 444

Both branches are located about 700m from the hotel directly at the roundabout. You have the possibility to withdraw money there at any time.

Post-ATM (at the Coop, approx. 500m on foot)    Seestrasse 149

### **Bathrobe**

You can get a bathrobe at the reception.

### **Beach towel**

At the reception you will receive a large beach towel free of charge.

### **Bicycles**

Bicycles and helmets are available free of charge from April to October. You can get the keys at the reception, no reservation is possible. The use is at your own risk.

### **Change of linen**

For the sake of our environment, we change your bed linen only upon request. Towels will be changed if they are left on the floor in the shower.

### **Departure**

Until 11.00 am. We ask our seminar guests to vacate the room by 10.00 am. Later departure is possible upon request and subject to availability. You always have the possibility to leave your luggage with us.

### **Doctor**

If you need medical help, please contact Dr. Vuilleumier in Steckborn under +41 52 761 24 61. Emergency call 144.

### **Dogs**

Dogs are welcome at our hotel. The stay for your four-legged friend will be charged with CHF 15.00 per day, without food. Please check with the reception when your room can be cleaned. If your dog damages something, please report it to us - your liability insurance company can then contact us about covering the costs. Please also inform us about any soiling.

### **E-bikes**

We rent e-bikes from April to September. Please contact the reception team for information on prices and availability (a reservation is recommended). The use is at your own risk.

### **Electricity**

The voltage of the connections in the house is 220 volts.

### **Emergency**

In case of an emergency, you can reach us by calling us with the phone at the reception by dialing 222 or +41 79 607 40 37. Emergency call 144.

### **Excursions**

For information about the possibilities in the surrounding area, our reception team will be happy to help you.

### **Feedback**

You are welcome to give us your feedback in person or in writing. You will find a feedback box at the reception.

### **Fire**

The hotel has a modern fire alarm system. However, we ask you to observe the escape plan on the inside of your room door. The assembly point is marked by the parking lot.

### **Flowers**

Would you like to give flowers as a gift? The reception team will be happy to organize your personal flower greeting.

### **Internet | WIFI**

Please refer to the operating instructions in your room. If you have any questions, the reception team will be happy to help you.

### **Iron and ironing board**

Would you like to iron your clothes yourself? Please contact the reception, there are ironing boards and irons available. Use on your own responsibility.

### **Laundry**

If you want to wash your clothes, please put them into the laundry bag together with the laundry list. If the laundry is handed in at the reception before 10 am, we will return it to you by 4 pm. Please understand that we are not liable for any damages.

### **Luggage service**

Upon request, we will be happy to help you with your luggage. Please ask the reception team. We will store your luggage at the reception before check-in and after check-out.

### **Mosquitoes**

There are mosquito nets on the two small windows, and a mosquito plug is also available in the room in summer.

### **Parking**

You can park comfortably and free of charge in the marked parking spaces (gravel parking lot) on the large Feldbach area above the hotel. Thank you for your understanding that you park your vehicle only in the public and not in the reserved parking spaces (not in the blue zone and not in numbered spaces). Please pay attention to the general traffic signs. A free parking card will be issued to you at the reception. This must be placed visibly behind the windshield. The parking card is required from March 15 to November 15. Please note that we are not responsible for parking fines if you forget your parking card.

## **Payment**

You can pay in cash or with the following cards: Postcard, EC-Direct, Eurocard, Mastercard, VISA and TWINT.

## **Pharmacy**

You will find the pharmacy "zur Rose" in town at Seestrasse 119, about 10 minutes' walk from the hotel. Telephone: +41 52 762 00 11.

The opening hours are as follows:

Monday:	1.30 pm-6 pm
Tuesday to Friday:	8 am-12 pm   1.30 pm-6 pm
Saturday:	8 am -4 pm
Sunday:	closed

## **Phone**

There is a phone at the reception which you are welcome to use. If you would like a phone for your room, please contact the reception.

## **Please do not disturb**

If you wish to remain undisturbed, please hang the "Do not disturb" sign on your room door. Please note that we will not clean your room in this case.

## **Police**

You can reach the Steckborn police station at +41 52 762 03 20. It is located at Frauenfelderstrasse 5. Emergency call 117.

## **Post office**

To send letters or parcels, please contact the reception team. The post office counter is located in the "Coop" shopping center at Seestrasse 149.

Opening hours:	Monday to Friday	9 am-12 pm   2 pm- 6pm
	Saturday	9 am-12 pm

## **Reception**

Our front desk is open from 7.30 am to 9 pm during the summer months and from 8 am to 6 pm during the winter months. We ask you to take your room key with you when you leave the hotel in the evening. With your key you will be able to open the hotel wing. If you intend to leave before 7.30 or 8.00 am, please settle your bill the evening before.

## **Restaurant**

For the restaurant and the terrace, we recommend you to reserve a table in time. If you have a special culinary request or allergies, please contact us. We will be happy to fulfill your wishes as far as possible. Reservations can be made through our reception or service team.

Our service hours:

Breakfast      7 am-10 am

Lunch            May until mid-October  
                     12 pm-5 pm

                     Mid-October until April  
                     12 pm-2 pm

Dinner           6 pm-9.30 pm

## **Room service**

On request and subject to availability, we can serve your breakfast, lunch, dinner or drink in your room. Room service charge: CHF 10.00.

## **Seminar/Events**

If you are planning a business or private event, we are convinced that we are the right location for you. Ask the reception team for detailed documentation. Our hotel has 10 seminar and banquet rooms for events up to 80 persons.

## **Sewing service**

Lost a button or discovered a tear? The housekeeping team will gladly take care of a repair. Please hand in the piece of laundry at the reception. You will be informed of the prices after a preliminary inspection.

**Shoeshine articles**

The reception team will be happy to hand out shoeshine articles.

**Shopping**

The stores in Steckborn are closed on Sunday and partly on Monday morning and Wednesday afternoon.

**Smoking**

Our rooms are non-smoking rooms, please smoke only on the balcony. Offences will be fined with CHF 250.00.

**Souvenirs**

Are you looking for a souvenir for your loved ones at home? The reception team will be happy to help you.

**Sun chairs**

The large adjacent park invites you to linger. You can get a sun chair free of charge at the reception.

**Taxi**

We will gladly call a taxi for you. The transfer to the Steckborn train station can be arranged with us personally and free of charge, depending on availability.

**Toiletries**

If you have forgotten something, there are some articles available at the reception.

**Tower bar**

Our tower bar invites you to linger. A selection of drinks is available in the bar for self-service. Our team will be happy to inform you about handling and billing. For events we also reserve the tower bar exclusively (room rental CHF 200.00).

**Valuables**

Please use our hotel safe at the reception for the safekeeping of your valuables (maximum value CHF 1'000.00), otherwise we cannot assume any liability.

**Walking sticks**

Walking sticks are available free of charge at the reception. No reservation is possible here. Use at your own risk.

**Wishes**

You need e.g. more pillows or blankets? Please let our reception team know.