



SWISS HOLIDAY PARK

Guest ABC

Allergies	Our restaurants offer a range of dishes for people with allergies and intolerances. Our waiting and kitchen staff are regularly trained regarding the most important allergies. Please let our waiting staff know if you suffer from any allergies.
Baby items	We are happy to provide cots, changing mats, baby baths, carriers, buggies, highchairs, bed guards (for larger beds), stair gates, nightlights, bottle warmers, bathroom stools, bath thermometers, potties, child toilet seats, child-proof lock and nappy bins. The articles can be obtained in exchange for a deposit (subject to availability) Please contact Reception on 5050.
Babysitter	We are happy to organise a babysitter for you (subject to availability, we'll charge CHF 25.00 per hour). Please contact Reception as early as possible.
Bathing area	The leisure pool, sauna area and Roman-Irish thermal spa are on the middle level in the leisure park.
Bathrobes and towels	Included for hotel guests. For guests in the apartments or in the hostel bathrobes and towels are available for a charge at the Reception.
BBQ	Please consider other guests and do not BBQ on the terrace / balcony. There are various BBQ sites in the forest park. Wood is available in the shop or in the forest park (for you to collect yourself).
Bicycle room	There is a bicycle room in the underground car park by the Schiller building exit and in the Landal car park. Access is via apartment key.
Breakfast	Monday to Saturday between 7 am and 10.30 am and Sunday between 7 am and 11.30 am in the panorama Restaurant in the leisure park. Remember the discounts in your voucher book.
Cash machine	Right by the main entrance to the leisure park on the left-hand side.
Check-out	<p>Apartments: 10 am by the latest. Please remember that you must leave the apartment in a clean and tidy condition, as stipulated in the lease agreement. Thank you in advance for disposing of your waste, stripping the beds and placing the bed linen on the bed and putting clean plates and cutlery away in the cupboards. We will bill you for any additional cleaning expenses.</p> <p>Hotel: Monday - Saturday 11 am, Sunday 12 am</p> <p>Hostel: Monday - Saturday 11 am, Sunday 12 am. Don't forget to strip the beds.</p> <p>Tip: Especially at weekends you should expect a wait at Reception. To avoid the queues, you can settle your bill the night before you leave.</p>
Cinema	Our family cinema offers a family programme to overnight guests free of charge. There is a public cinema in Schwyz.
Cooking	Please only use wooden or plastic cutlery for cooking. Forks, knives etc. will damage the pans.



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Consumption on site	Simply sign during your stay to charge all your consumption on site to your apartment or room and settle the bill when you check out.
Credit cards	We accept Master Card, Maestro, VISA, American Express, Diners.
Culture	You can find information on culture in the area on the Schwyz Tourismus website, schwyz-tourismus.ch
Dishwashing	Please rinse plates and cutlery before putting them in the dishwasher. Contact us if you would like us to refill salt and rinse agent.
Doctor	Please contact Reception if you need a doctor. We are happy to help. A paramedic is also available in the event of an accident, please call 5050.
Dry Cleaning service	Please contact Reception for our dry cleaning service (charges apply).
Electric vehicle charging stations	There are 2 Tesla electric charging stations and 2 other electric charging points in the Swiss Holiday Park for the convenience of our guests. Fuel charging cards are available from reception at a charge of CHF 5 each.
Emergencies	Call Reception direct on 5050.
Environment	We treat the topic of sustainability very seriously. Since 2017, we have been CO2-neutral and Green Globe-certified. We are continuously seeking to improve our ecological footprint via large and small measures.
Exchange of money	We are happy to exchange banknotes at Reception at the hotel exchange rate for up to EUR, USD and GBP 200.00
Excursions in the area - Tips	You will find a variety of trips in our app under "excursion tips", and also on our website shp.ch or at schwyz-tourismus.ch . Our reception team will also be pleased to advise you.
Facebook	Like us at facebook.com/SwissHolidayParkAG
Faults	We always try to remedy all faults immediately. However, if you should find any faults in your room or in the holiday apartment, please report them to us immediately.
Fire	Please follow the emergency escape routes indicated throughout Swiss Holiday Park.
Flying Fox Parcours	If you like adventure, speed and the rush of adrenaline, you will love the Flying Fox Parcours in our forest park. Fly over rocky chasms and enjoy spectacular views of Lake Lucerne from the many viewing platforms. The parcours has three secure routes and is an unforgettable experience for young and old. Open from April to October. Minimum height 1.40 m, minimum age 8 years.



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- Fondue / Raclette equipment** You can hire fondue and raclette equipment from Reception (in exchange for a deposit). You can buy burner gel from our shop.
- Food Pass** Food passes can be bought for children. This gives them all-inclusive food, including lunch, evening meal, afternoon snacks and drinks buffet.
Costs: Children 3 - 6 years old: CHF 15.00,
7 - 11 years old: CHF 19.00,
young people 12-15 years old: CHF 23.00
- Forest park** The forest park, our local recreation area, has a Vita Parcours trail, as well as a range of great BBQ sites. You can also go on a short walk and take in the amazing views over Lake Lucerne.
- Games library** Games and puzzles are available free of charge (CHF 20.00 deposit per game / puzzle). Please contact the Sport & Play Reception desk in the leisure park building. Please consider future guests and return the games / puzzles in a good condition.
- Gift vouchers** Presents made easy! The right gift for any occasion, available in various denominations. Contact us on 5050 if you have any queries. You can also order gift vouchers in our online shop on our website and even print them out using print@home.
- Go-kart track** Enjoy the thrill of pure action on the outdoor go-kart track. It is powered by electricity from renewable sources (naturemade basic). The entrance to the go-kart track is in the car park for the leisure park. Available April - October. Minimum height 1.30 m, minimum age 8 years.
- Golf** There is a 9-hole golf course in Morschach. Further information is available at: golfclub-axentein.ch. Additional golf courses in the area can be found at Küssnacht am Rigi, Holzhäusern (canton of Zug) and Ybrig (near Einsiedeln).
- Gym «Swiss Gym»** Find us on the lowest level in the leisure park. With over 40 weight and cardio machines, a state-of-the-art test centre, a children's exercise area and group exercise classes. Please feel free to contact the gym team on 5467 if you have any questions. Holiday apartment guests are entitled to a reduced admission rate of CHF 15.00 / day.
- Hospital** The nearest hospital is in Schwyz, Waldeggstrasse 10, Phone 041 818 41 11.
- Hospitality** Hospitality is very important to us. Please let us know if you are unhappy with anything. We can then work with you to find a solution. Thank you for your assistance.
- Hygiene items** You can obtain toothbrushes, toothpaste and shaving kits from reception. Additional items are available in our shop.
- Inventory** The tenant is liable for any damage caused by him / her and his / her guests. All faults and breakages must be reported as quickly as possible, by the day of departure at the latest. The tenant may be charged for any damages discovered after departure.



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Kitchen / tea / towels	You can rent additional kitchen / tea / towel sets from Reception for CHF 5.00 each.
Library	A range of books are available free of charge in the hotel lobby.
Lost property	Contact the shop if you lose something or have forgotten anything. This is where the lost property is kept.
Luggage	Guest rooms are available for occupation from 3 pm. If you arrive prior to this time and would like to take advantage of our attractions, you may deposit your luggage in our baggage room. The same applies if you depart after check-out time.
Minibar	For environmental reasons we have removed refrigerators from hotel rooms. If you require a refrigerator for medication or baby food, ask at reception.
Newspapers	A range of newspapers and magazines are available in our shop in the leisure park.
Night porter	Our reception is staffed up to 11 pm. Our night porter is available at reception from 11 pm until 6 am and will be pleased to assist you.
Packed lunch	If you are planning an excursion or would like to take something with you on the way home, we would be pleased to arrange a packed lunch. Contact reception.
Parking	We do not include parking fees in the room price in order to be fair to the guests who travel by public transport. Residents benefit from special price of CHF 9.00 per night or CHF 45.00 per week.
Petrol station	The nearest petrol station is in Brunnen, towards Schwyz.
Pets	Pets are not allowed in the holiday apartments and in the hostel. Please do not feed the wild cats or let them into your apartment. We have a few rooms in the hotel that are suitable for pets. Pets are charged CHF 20.00 per night.
Pillow selection	To promote restful sleep, we offer hotel guests a selection of special pillows. You can find the pillow selection on our app.
Pharmacy	The Rütli Apotheke (pharmacy) is in the centre of Brunnen, next to the chapel, Bahnhofstrasse 1, Phone 041 820 12 01.
Playgrounds	There are playgrounds in front of the Reka holiday village, in the forest park and approx. 200 m above the hotel at the school.
Post/Postcards	We are happy to accept stamped post at Reception. Stamps are available in the shop or in the (communal) post room. Postcards of Morschach, Swiss Holiday Park and the surrounding area are available from our shop in the leisure park.



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Radio / TV	Radio is transmitted via the TV.
Reception	The reception team is available 24 hours a day. Call them direct on 5050.
Restaurants / Bars	5 Restaurants and 2 Bars <ul style="list-style-type: none">• Restaurant Panorama, light international cuisine, in the leisure park• il Gusto, Pizza and Pasta, in the leisure park• Schwiizer Stube, traditional Swiss dishes, in the hotel building• Silk Road (only winter season), Fondue Chinoise, in the hotel building• Neptun, self-service snack bar, in the leisure pool area• Fun Factory, sports bar, in the leisure park• Travellers Bar, piano music daily (except Sunday), in the hotel lobby
Roman-Irish thermal spa	In the bathing area in the leisure park. Swiss Holiday Park has the only Roman-Irish thermal spa in Switzerland equipped with a salt-water pool and salt-water jacuzzi. Thursday is naked bathing day (except for public holidays). Special offer for overnight guests CHF 20.00 per person.
Rubbish bags	You can purchase additional rubbish bags from Reception at the rate of CHF 2.20 each.
Safe	In the hotel rooms there is a safe. For guest in the apartments and in the hostel we are happy to provide you with safe facilities at Reception. Please contact a member of the Reception team. Phone 5050.
Sauna	In the bathing area in the leisure park, you'll find various and different types of saunas and a varied range of sauna session plans in the 400 m ² sauna area. For guests in the hotel and hostel the entrance is free. For guests in the apartments we charge a small fee of CHF 5.00.
Sewing service	If you require assistance with a small repair on a garment we would be pleased to do this for you. Contact reception.
Shop / Shopping	Souvenirs, newsstand items and a selection of household products and food are available from our shop in the leisure park, open daily. The shop also sells a limited range of consumables in small portions such as: <ul style="list-style-type: none">• Dish washing liquid• Dishwasher tablets• Burner paste• Sanitary products For larger shopping trips, we recommend the Coop supermarket in the centre of Brunnen and the Shopping Mall Mythen Center in Ibach.
Ski room	There is a ski room in the underground car park by the Schiller building exit and in the Landal car park as well as in the basement of the hotel.



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Smoke-free zone	The Swiss Holiday Park is a no-smoking area, except for the Smokers Lounges. There are Smokers Lounges in the mall of the leisure park (by the shop in the large passageway to the stairs), in the Sport area and in the hotel lobby.
Sport & Play	Take advantage of heavily reduced rates for the Sport & Play area between 9 am and 5 pm Monday - Friday (not including public holidays). Use our wide range of sports and leisure facilities on the lowest level of the leisure park. You can hire any equipment you need. Please contact the Sports Reception desk on 5450. Please make reservations as early as possible.
Stamps	Available from our shop in the leisure park.
Stoos	Tickets für die Stoos Bergbahnen sind an der Rezeption erhältlich.
Swimming costumes for rent and for sale	A small selection of bathing costumes is available for rent at the entrance kiosk and we also sell swimming costumes in the shop at the entrance kiosk.
Taxi	Mythen Taxi in Brunnen, Phone 0800 822 855 (available between 5 am and 10 pm or pre-booked). Adler Taxi in Brunnen, Phone 0800 820 30 30 (24-hour service).
Telephone	Dial 0 for an outside line and then the number you want (charges apply). To dial room to room, press 5 and then the room number (free of charge).
«TOM's Happy Club»	In the leisure park by the main entrance. Go up the stairs on the right. Current weekly programme available at Reception or in our App. TOM's Happy Club for children aged 2 and upwards is free of charge, no need to book (except for excursions and meals that require booking).
«TOM's Spielwald»	You will find the «TOM's Spielwald» on the 2nd floor by walking from the main entrance in the direction of the bath counter. Then you will find the «TOM's Spielwald» on the left side before walking down the stairs or using the elevator. (without supervision)
Towels	You can hire towels from Reception. Set (bath towel + hand towel and flannel) CHF 8.00.
Vita Parcours - Fitness trail	The Vita Parcours trail starts approx. 200 m below the hotel in the forest park and is approx. 1.1 km long.
Voucher book	When you check in, you will receive our voucher book, which gives you discounts in and around Swiss Holiday Park. The vouchers are only valid during your stay upon presentation of the front page of the book. Hand in the coupon where the service is provided.
Walking Trails	The start of the Helsana walking trails is by the information pavilion next to the hotel. There are 3 trails, with different difficulty levels.
Washing service	There are offices with washing machines and tumble driers in Building 3 (with a lift) in the Bauen and Schiller buildings and in the Landal car park (below the building Fronalp) as well as in the hostel area in the leisure park. The machines work with coins. CHF 0.20 for 15 minutes. Please do not take flat irons or ironing boards into your rooms. Also available for hotel guests. If you wish washing service, please ask for a laundry bag.



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Waste disposal

There are waste collection points for the following items by the Bauen and Rigi buildings:



Weekly program

The current weekly program will be displayed on the noticeboard in the leisure park, sport desk, reception and in TOM's Happy Club. You'll find it also online on our website or in our App.

Wellness & Spa

Our Wellness & Spa area is on the middle level in the leisure park. For beauty, massage and bathing treatment reservations, please call 5440 as early as possible.

WLAN

The access code for the free WLAN is available from the reception desk.