

Hotel information

The big ABC of the Carlton-Europe Vintage adults Hotel!

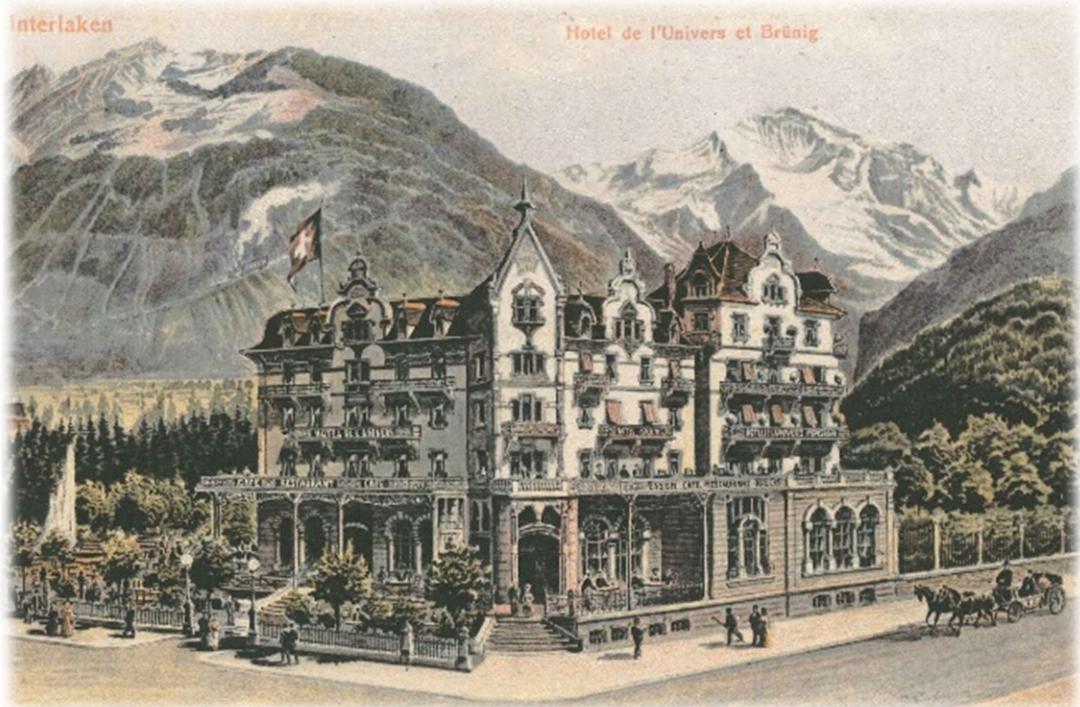
Here you may find information
from «a» like adapter to «w» like wellness.

For further information,
our front office team is at your disposal.



Welcome to the Carlton-Europe – it's great to have you with us

Thank you for your interests shown in our additional offers and the information about our beautiful region. In case of any obscurities or questions, please do not hesitate to contact the staff at the front desk. We are happy to help you and have all the latest information.



Important information for our precious guests

Dear Guest

We are very pleased to welcome you in our hotel. The whole Carlton-Europe-Team gives their best 365 days a year, 16 hours a day to make your stay at our wonderful hotel a memorable and unforgettable experience.

Our reception staff is here for you between 7:00 am and 11:00 pm.

From 7:00 am to 10:00 am there is a delicious breakfast buffet waiting for you. On Sundays and national holidays we serve your breakfast until 11:00 am. If you'd like to enjoy breakfast in your room, there is an additional charge of CHF 10.00.

Please be aware that our bathrooms do not have drains.

Therefore, please close the shower curtain and make sure that the curtain is on the inside of the basin. Any water damage will be charged to the guest.

Please note that additional towels, pillows and blankets can only be asked for until 10:00 pm.

If you put the red card in front of your door, the housekeeping will not clean your room on that day.

It is strictly forbidden to smoke or cook in the room. In the whole hotel we have installed a very sensitive fire alarm system with direct link to the fire station. Every false alarm costs the hotel CHF 500.00 which we will charge to the guest.

Rooms which are badly dirty will be checked by our housekeeping or hotel management. All broken items or impurities are to be paid separately.

Latest check out time is 11:00 am, on Sundays you may use the room until 12:00 pm. With the receptionist's agreement, late check out is possible at CHF 50.00 per every extra hour.

Thank you very much for your understanding and cooperation.

Enjoy your stay at the Carlton-Europe Vintage Hotel.

Your mattress is regularly cleaned with a device
certified by HotellerieSuisse:



We are committed to sustainability

We use district heating for our hotel

Due to simultaneous production of heat and electricity, combined heat and power plants, district heating is very energy-efficient. By implementing renewable energy sources and utilizing waste heat generated by industry, the environmental gain by district heating is further evident. This kind of energy utilization is beneficial for both environment and society in general.

Food Save – Together against food waste

290000 tons of avoidable food waste arises in Switzerland in the entire value chain of the out-of-house consumption by year. Remains lying on plates or buffets and overproduction account for approximately 70 percent of all the losses. (Source: BAFU) That is why we also strive every day to reduce food waste in our house.

We're not using any chemicals for our nature pond

For conventional swimming pools, the use of chemical additives is essential. This is not necessary with nature pools. Allergic people do not have to fear skin or eye irritations and can therefore enjoy the refreshing cold and the appealing ambience of a swimming pond with all their senses - and preferably every day! Of course, a natural pool must also be maintained and regularly cleaned in order to maintain a stable water biology.

We use local suppliers from the Bernese Oberland

We save ourselves the Co2 output caused by long transport routes with airplanes as well as trucks. We rely on regional companies and farms as well as our own herb garden! Here are some examples:

- Die Blaue Kuh Metzgerei, Matten b. Interlaken – local butchery
- Rügenbräu, Matten b. Interlaken – local beverage supplier as well as local brewer
- Weinhandlung Ritschard AG, Interlaken – local wine dealer and manufacturer
- H&R Gastro Interlaken – local food and beverage supplier for large quantities
- Bäckerei Konditorei Confiserie Mohler, Unterseen – local bakery and confectionary
- Gourmador, Unterseen – local fruit and vegetable vendors
- Rosmarie Balmer, Alpkäse, Wilderswil – local cheese producer

In this way, you can make your contribution to sustainability and the environment:

	If you leave your room, please turn off all the lights to save energy.
	Please turn off the water as soon as you have finished.
	Please only grab as much food as you are going to eat.



In case of a fire

Stay calm. Do not panic!

Inform reception immediately, either by telephone or in person. **State clearly**: your room number and give details of fire.

Reception: Nr. **888**

Emergency call: Nr. **(0) 112**

Fire brigade: Nr. **(0) 118**

Police: Nr. **(0) 117**

- Close doors and windows to prevent air currents and spread of fire!
- Collect only your most important belongings and calmly leave room!
- Do not use lift!
- If unable to reach corridors, exits or emergency exits, stay in room, close doors and windows. Prevent air currents by blocking any gaps with wet towels!

Please remember - panic is more dangerous than fire!

Fire prevention

- Never smoke in bed!
- Never use electric ray equipment or open flame devices (candles, fuel, gas and spirit burners, ...)!

equipment such as irons and water heaters, should always be unplugged immediately after use! Electric bedding appliances should be disconnected before you sleep!

Please note that the use of private cooking devices is strictly forbidden!

Inform the reception of any faulty electrical installations, never try to repair them yourself! Please inform the reception for any defects immediately – thank you!

Hotel information A – Z

Adapter / Charging cable If you need an international adapter, please ask our staff at the front desk. A cash deposit of 20.00 CHF, Euro or USD is required, which will be refunded on return of the adapter.

Allergy sufferers In the restaurant we offer you lactose and gluten-free dishes. We have a «ProAqua» room cleaning system that filters and cleans the room air which allows asthmatics and allergy sufferers a stressless stay. For allergy sufferers, in addition we have special bed linen.

Baggage-Service May we help you with your luggage? Please ask for a porter at reception. For this service we charge CHF 5.00 per suitcase per way for overnight stays in a classic or superior room.
You can leave your luggage securely and locked at reception before arrival or on departure.

Bank The Raiffeisenbank (ATM machine) is situated 150m away from the Carlton-Europe Vintage Hotel near the Interlaken Ost railway station. The Berner Kantonalbank (BEKB) is on the other side of the street. The UBS bank is located near the Interlaken West railway station. Opening hours are Monday to Friday 9:00 am to 12:00 pm and 2:00 pm to 5:00 pm (Saturday and Sunday closed).

Bathrobe / Bath seat / Slippers We will be happy to provide you with a bathrobe in the classic room on request. Extra charge for bathrobe in classic room amounts to CHF 15.00 – please ask at the reception. From the superior category onwards, these are bathrobes in your room. On request, we can also provide you with a bath seat in your room. Upon request, sustainable bathing slippers “ReuseMe” are available for rental (with deposit) or purchase at reception for CHF 25.00 each.

Bike From a lockable bike room and a bike cage in our garage to individual bike locks (available at the front desk for a deposit) we provide almost all for your bike holidays. There is also a repair room in the basement where you may take care of some minor repair on your bike. For CHF 20.00 we sell replacement hose. Your e-bike can be charged at the socket in the bike room.

On the East side of our hotel, you find a wash station for your bikes. With pleasure we will show you where to find it and provide also a mobile gripper arm for an easy cleaning of your bike.

Information on tours is available at www.myswitzerland.com , on our hotel website under offers as well as from our staff at reception.

Lunch boxes for your tours may be ordered at the front desk from Monday to Saturday, for Sunday excursions please inform the front desk on Saturday evening. The offers for lunch boxes you may find in the menu selection.

Bill	Our invoices are issued in Swiss Francs. You may also pay in Euro (exchange rate set by the hotel). Furthermore, we accept the following credit cards: Postcard, VISA, Mastercard, American Express and Maestro.
Breakfast	Enjoy our breakfast from Monday to Saturday from 7:00 am to 10:00 am. On Sundays and national holidays, breakfast is served from 7:00 am until 11:00 am. Furthermore, we provide a 24-hours breakfast. For further information, please do not hesitate to contact the front desk. The
Breakfast-Box	Instead of eating the breakfast in the hotel you can also enjoy it to go. Please inform the reception until 8:00 pm on the night before if you would like to have a breakfast-box. You can pick up the breakfast-box until 11:00 pm.
Car wash	Hand car wash (inside & outside) is available for a supplement of CHF 80.00. The maximum duration is one hour – if we need more time, we charge a supplement. Please contact the front desk.
Car parking	You may park your car on our outside parking spaces (not reservable) at CHF 15.00 or in our indoor parking (reservable) at CHF 25.00 per night. If you booked one of our beautiful signature suites, the indoor parking lot is included in the price. A valet-parking-service is on request available.
Church service	Ask the reception for the service hours.
Country codes	Please find the country codes at the end of the information from a – z.
Departure	On departure day you may occupy the room until 11:00 am. On Sundays and national holidays, you may occupy the room until 12:00 pm. If you would like to stay longer, we kindly ask you to get in touch with our front office team. A late check-out is an additional cost of CHF 50.00 per hour. For sport activities after check-out, you can use the showers in our wellness area.
Dogs	Well brought up dogs are always welcome in our hotel. For the first night we charge CHF 30.00 and for every other night CHF 15.00. For bookings in our superior category and higher, there will be no additional costs for your dog. In your room you will find a dog bed, towelling, bowl, biscuits and dog menu for your four-legged friend. Between the hotel lobby and the Europe building, you may find a fenced outdoor area with a little dog kennel and a shower.
	Please ask our front desk for beautiful walks around Interlaken and the whole Jungfrau Region.
Doctor	If you require a doctor, please inform our reception team.
Walk-in-Clinic Interlaken	
Bahnhofstrasse 28 (1 st floor), Interlaken	
Phone: +41 33 826 21 00, www.walk-in-clinic.ch	
Emergency Doctor	
Phone: +41 900 57 67 47	
Hospital Interlaken	
Phone: +41 33 826 25 00	

Emergencies	In case of any emergencies please dial one of the following phone numbers: Front Desk/Reception Tel. internal from the hotel telephone: 888 Night porter: Tel. internal from the hotel telephone: 818 Police: 0 (buzzer) 117 Fire brigade: 0 (buzzer) 118 Ambulance: 0 (buzzer) 144 or 112
Emergency Exit	Our Emergency Exits are marked in green. The escape plan can be found on the board next to the room door.
Excursions	Our reception team is happy to assist you with the choice of your excursion and can give you the best recommendations for our region. You will find a great variety of flyers about all the excursions you can do around Interlaken at the reception.
Feedback	Your feedback is an incentive for us. We welcome both, positive and negative reviews. You are welcome to submit them by TrustYou, Google or TripAdvisor. You will find a QR-code for our online questionnaire on TrustYou at the front desk. For handwritten reviews, you are welcome to use the form in the last tab of this folder.
Fire	The hotel is equipped with a modern fire-detection-system. In case of fire please remain calm and inform the front desk (Tel. internal phone 888, after midnight 818). Do not use the elevator. Leave the building by following the marked emergency exits. «Exit»-signs are written with white letters on green background. Please inform yourself about the nearest emergency exit on the fire alarm map on the board next to your room. The fire department is reachable from your room telephone with (0) 118. Please do not light candles in your room. Private cooking devices are not allowed. The whole hotel is a non-smoking area (only exception is our smoking room on the ground floor of the Carlton building.)
Flowers	In Interlaken you find several flower stores. The supermarket Coop at the train station Interlaken Ost also sell fresh flowers. Would you like to surprise someone? We would be happy to organise a bouquet of flowers or any other gift of your choice for a fee. Please ask the front desk for more information.
Front-Door	The main entrance is open from 7:00 am until 11:00 pm. If you return later, please open the main door with the door code, which you received at check-in.
Games	At the reception you can get various board games. In the garden you may play garden chess or petanque.
Hairdresser	A new hair cut or just a relaxing head massage? Silvia would love to welcome you in the «Gwaför-Schtübl im Oschte». For reservations, please dial the internal number 855 or the external number +41 33 821 06 63.

Hiking	There are many hiking trails and adventure tours in Interlaken and the Jungfrau Region. You can find various hiking maps and tips at reception or on our website under offers / hiking hotel, we are happy to help you. If you forgot yours at home, we have some available at the front desk. Furthermore, we can provide you emergency pharmacy, shoelaces, sun cream, sun hat, picnic blanket, binoculars, hiking sticks and of course our lunch boxes.
Internet	Free WiFi is available in the entire hotel. You may find the login information on the sheet you receive at check-in. You may also ask at the front desk for a password. To login into our WiFi, please use the CE-Hotel network.
Iron services	If you need an iron board and iron contact the reception – with pleasure we offer you also the iron service between 9:00 am and 6:00 pm (costs according to the price list) – you will get back your items within 1 hour.
Laundry	Please put your laundry together with a filled in laundry list in the laundry bag and bring it to the front desk. You may find the list as well as the bag in your closet. If you leave the laundry at reception before 9:00 am, you will receive the washed clothes within 24 or 48 hours. Costs are according to the price list. Daily linen change is available on request.
Lost & found	Are you missing something? Please contact the front desk.
Luggage	May we help you with your luggage? Please ask for a porter at reception. For this service we charge CHF 5.00 per suitcase per way for overnight stays in a classic or superior room.
	You can leave your luggage securely and locked at reception before arrival or on departure. For storage for more days we charge CHF 5.00 per piece and night
Mini-bar	You find a big choice of drinks at the hotel bar in our lobby. You may also call the room service to order food & beverages between 7:00 am to 10:00 pm for a supplement of CHF 5.00 per beverages service or CHF 10.00 per food service.
Newspapers	Daily newspapers are available in the hotel lobby.
Night porter	If there is any emergency throughout the night, please contact our night porter under the internal number 818. For a false alarm there will be a charge.
Park	Explore our hotel garden with its beautiful natural swimming pond. Furthermore, we offer a petanque-court and garden chess. Any equipment you may rent for a small deposit at the reception. When the weather is fine, we are happy to serve you breakfast, dinner and drinks from our bar on our terrace by the park.
	If the weather is good, it would be a pleasure to serve you your breakfast or any drink from our hotel bar on our terrace or at the pond.
Power Supply	The hotel has a 230 volt-system.

Pharmacy

Pharmacy Dr. Portmann AG

Höheweg 4, Interlaken

Phone: +41 33 828 34 34 / Homepage: www.portmann.ch

Open: daily

DROPA Interlaken Ost

Untere Bönigstrasse 12, Interlaken

Phone: +41 33 823 80 30 / Homepage: www.dropa.ch

Open: Monday - Saturday

Pillow

Would you like to have an additional pillow? We can offer you synthetic pillows, pillows filled with spelt or millet, the classic «Oreiller» or anatomically formed pillows. Please ask the front desk for assistance. If you like to have an additional blanket or pillow, please inform the front desk until 10:00 pm.

Police

The next police station is located near the LIDL supermarket at Wychelstrasse 28 in Matten.

Opening hours:

Mon – Fri:	8:00 am – 5:00 pm
Sat:	8:00 am – 4:00 pm
Sun:	closed

Post

With pleasure you may leave your letter or postcard at the front desk. We will take care of the mailing.

Opening hours of the post office:

Mon – Fri:	8:00 am – 6:00 pm
Sat:	8:30 am – 11:00 am
Sun:	closed

Photo copies

Please ask the front desk if you need any photocopies or help with administrative work (at a fee).

Post cards

Post cards and stamps are available at the front desk.

Radio

Radio can be heard through the TV. You will find the list of channels next to the remote control.

Restaurants

«Hansen-Ritschard-Saal» (Tel. internal with the hotel telephone: 820)

Delicious, regional & seasonal cuisine and a large selection of Swiss wines await you in our hotel restaurant.

Opening hours:

Sun - Thu:	12 p.m – 1:30 pm / 6:00 pm – 9:00 pm
Fri - Sat:	12 p.m – 1:30 pm / 6:00 pm – 9:30 pm

«Chalet Beizli» (Tel. internal with the hotel telephone: 851, Tel. external: +41 33 821 66 66). Enjoy the unique atmosphere with Swiss and international dishes.

Opening hours:

Tue - Sat:	11:00 am – 2:00 pm
	5:00 pm – 11:00 pm
Sun & Mon:	closed

«Asllani's Corner» (Tel. internal with the hotel telephone: 854, Tel. external: +41 21 311 08 08). The popular Asllani's Corner, right next to the hotel, is known for its home-made burgers, even the French fries and buns are freshly prepared.

Opening hours:

Mon - Sun: 12:00 pm – 9:00 pm

«Wyva» (Tel. internal with the hotel phone: 852, Tel external: +41 76 627 27 37 from 2.00 pm on) The cosy apero & wine bar with delicious food and a wide range of exquisite wines.

Opening hours:

Sun, Mon & Thu: 4:00 pm – 11:30 pm

Fri & Sat: 4:00 pm – 0:30 am

Tue & Wed: closed

Reception

Our reception team is happy to answer all your questions and requests between 7:00 am and 11:00 pm!

Reservation

We would be very pleased to welcome you again at the Carlton-Europe Vintage hotel. Make your reservation directly at the front desk or through <https://www.carltoneurope.ch> – the best price guaranteed.

Reparation

Doesn't everything work as it should in your room? Please report this to our front desk staff. We are very happy if you fill out the reparation form on the board next to your room door and put it together with the Hammer outside of your room door. Thank you very much for every note.

Room service

We charge CHF 5.00 for drinks and CHF 10.00 for food per room service order to your room.

You can find our food and drinks menu online as a separate file. We are happy to bring your order to your room from 7:00 am to 10:00 pm, please contact reception (Tel. 888).

Room cleaning

«RED CARD» – If you hang this on the outside of your room door, the housekeeping team will not clean your room. We charge an additional fee of CHF 50.00 for late cleaning after 5:00 pm.

«GREEN CARD» – If you hang this on the outside of your room door between 9:00 am and 5:00 pm, the housekeeping team will clean your room.

«BLUE CARD» – If you hang this on the outside of your room door, you waive the room cleaning on this day and receive a free aperitif drink with the voucher at our hotel bar.

«HAMMER» – Please write down your repair requests on the note and hang the hammer with the note on the outside of your room door.

Safe

In your room is a safe. Please be informed that only valuables which are kept in the safe at the reception are insured.

Ski room

You can store your skis, boards and shoes in our ski room. With pleasure we show you the ski-, bike- and laundry room in the basement.

Shoe polish	In every room we provide you a shoe polish glove. If needed a shoe polish set can be obtained at the front desk. You may also use the shoe cleaning machine next to the hotel entrance or in the bike- and ski room.						
Shops	<p>Opening hours:</p> <table> <tr> <td>Mon - Fri:</td> <td>8:00 am – 6:30 pm</td> </tr> <tr> <td>Sat:</td> <td>8:00 am – 5:00 pm</td> </tr> <tr> <td>Sun:</td> <td>most shops closed</td> </tr> </table> <p>On Sundays the Oberland Shopping Center, a COOP and a LIDL supermarket in Matten are open. Some souvenir shops have longer opening hours and are also open on Sundays in the main season.</p>	Mon - Fri:	8:00 am – 6:30 pm	Sat:	8:00 am – 5:00 pm	Sun:	most shops closed
Mon - Fri:	8:00 am – 6:30 pm						
Sat:	8:00 am – 5:00 pm						
Sun:	most shops closed						
Sewing kit	If you need a sewing kit, please contact reception.						
Smoking	Smoking is forbidden in all our guest rooms. We kindly ask you not to smoke in our rooms. You are allowed to smoke on your balcony, there you will find also an ashtray or visit our smoker's lounges in the Carlton building.						
Taxi	We would be pleased to order a taxi for you. If you prefer to call yourself: Bödeli Taxi, Tel. external: +41 33 822 00 88.						
Telephone	For outside calls dial «0» first, wait for a line and then dial the number. There is a list of countries which you can call for free.						
Television	If you are looking for a specific channel, there is a channel list next to the remote control. The television may also be used as a radio, if you are looking for musical entertainment.						
Tips	All service charges are included in our prices. However, you are free to give a tip at your own discretion. Our team is thanking you.						
Toiletries	Did you forget something at home? We supply toiletries (toothbrush and toothpaste, shaver and foam) available at the reception for a small fee.						
Tourist office	The tourist office «Interlaken Tourism» is located at Marktgasse 1 in Interlaken. A lot of information you may also find on their website www.interlaken.ch . Furthermore, there is an information stand at the east train station.						
Train station	At Interlaken Ost station, reachable by foot in just a few minutes, 250m from the hotel, you have connections to all the attraction in the region. Furthermore, you have connections to Bern, Lucerne and the GoldenPass Line to the lake of Geneva.						
Wake up calls	Please advise your wakeup call at the front desk before 11:00 pm.						
Washing Machine	Would you like to wash your clothes yourself? In our basement you will find a washing machine and dryer. For 10 minutes you need CHF 1.00. Detergent is available at reception for CHF 3.00 per portion. For further information please contact the reception.						
Wine cellar	On request and for an extra charge, we can put together a small aperitif for you. What could be better than enjoying a good wine in the right ambience with tasty snacks?						

**Wellness-Dörfli**

Relax in our very own Wellness area, which has a Finnish- and Bio-Sauna, steam bath, massaging showers, Kneipp treading pool and a relaxation area. Please inform us early, because it takes approx. about one hour to warm up the wellness area. If you booked a Classic room, the price for the wellness entrance is CHF 30.00 per person. With a booking in the category Superior or Suite it is included. On request/surcharge is also possible to use in exclusive the Wellness area. Upon request, sustainable bathing slippers "ReuseMe" are available for rental (with deposit) or purchase at reception for CHF 25.00 each.

24-hour breakfast

We offer you a 24-hour breakfast. The order form is available at reception.

**We wish you a pleasant stay with us
at Carlton-Europe Vintage Adults Hotel.**

International country codes for free calls

Albanien.....00355	Luxemburg00352
Belgien.....0032	Mazedonien.....00389
Bosnien-Herzegowina00381	Monaco00377
Bulgarien00359	Niederlande.....0031
Dänemark.....0045	Norwegen0047
Deutschland.....0049	Österreich.....0043
Finnland.....00358	Polen.....0048
Frankreich.....0033	Portugal.....00351
Griechenland0030	Rumänien.....0040
GB0044	Schweden.....0046
Irland.....00353	Slowakische Rep00421
Italien0039	Spanien0034
Jugoslawien00381	Tschechische Rep....00420
Kanada001	Ukraine00380
Kroatien00385	Ungarn.....0036
Liechtenstein.....00423	USA.....001
Albania.....00355	Luxembourg00352
Belgium.....0032	Macedonia.....00389
Bosnia Herzegovina..00381	Monaco00377
Bulgaria00359	Netherlands0031
Danmark.....0045	Norway0047
Germany.....0049	Austria.....0043
Finland00358	Poland0048
France0033	Portugal.....00351
Greece0030	Romania.....0040
GB0044	Sweden0046
Ireland00353	Slovak Rep.....00421
Italy0039	Spain.....0034
Yugoslavia.....00381	Czech Rep.....00420
Canada.....001	Ukrain.....00380
Croatia00385	Hungary.....0036
Liechtenstein.....00423	USA.....001