



CARLTON-EUROPE

HOTELS & RESTAURANTS & MORE

Dear apartment-guests

Welcome to the Carlton-Europe Hotel. It's great that we can be your hosts for your precious holiday season.

Here you will find important information for a successful stay.

Opening hours reception

Our reception team is here daily from 07.00 to 23.00. If you arrive later, please use the hotel entrance. You will receive the current door code at the reception at check-in.



Emergency number

Call 888 on your hotel telephone to get assistance (from 23.00 to 07.00 only for urgent cases!) from the hotel staff. For emergency call 0 112 (ambulance/police/fire department).

Breakfast

You are welcome to have breakfast in the hotel restaurant from 07.00 - 10.00 (Sunday until 11.00). Please reserve your table the day before until 18.00 at the reception. Price: CHF 32.00 per guest and breakfast.

The apartment has a Nespresso coffee machine with 2 capsules. Additional capsules are available at the reception for CHF 1.50 per capsule.

Our baker supplies us every day. Would you like to have breakfast in your apartment and benefit from this service? Please let us know which bread you desire until 17.00 the day before.

Filled fridge service

Close to the hotel you find at the train station «Interlaken Ost», you will find a «Coop-Supermarket», which is open until 19.00 (SAT until 17.00, SUN closed).

Laundry and dry-cleaning service

We change terry toweling and linen every 7 days (included in the rent). The mandatory final cleaning will be charged separately. In the apartment you have at disposition 1 vacuum cleaner (on request) and 1 small scoop with broom for daily cleaning. Would you like to change the towels and / or bed linen earlier? The costs are as follows:

Change of terry toweling: per set CHF 5.00

Change of linen: per set CHF 10.00 without putting on the bed

Cleaning of the apartment CHF 60.00 per hour (kitchen; bath and bedroom cleaning without towel or linen change)

Waste disposal

Please hand in your full garbage bag at the reception. There you can also buy new 35-liter garbage bags at CHF 2.00. Please support us with waste separation and separate glass and PET bottles, cans etc. These items you can also at the front desk.

Dishes inventory / dishwasher

Your apartment is equipped with dishes. On arrival and departure, we check together with you the inventory list. At the appartement you have a dishwasher machine available with one washing tab included. You can buy additional tabs for CHF 1.50 at the reception. Of course, for hand washing detergent and dishtowels are also available.

Washing machine

In the basement there is a washing machine and a dryer, which you can use with cash (only CHF). Detergents (in portions) can also be purchased from us at CHF 3.00 per serving.

City & local tax

The city and local tax of CHF 3.50 (summer season – April until October) or CHF 3.20 (winter season – November until March) per person and night are not included in the room rate and have to be paid directly at the hotel on spot.

Enjoy also the benefits of the hotel

Guest Card / Excursions

As a holiday apartment guest, you will receive on arrival the «Interlaken Guest Card», with which you can use the public transport in the region Interlaken free of charge. You also benefit from various benefits for excursions, sports, museums, etc.

Hotel garden

You are welcome to stay in our hotel garden and enjoy the ambience. In addition to hammock and gazebo with table and chairs, you will also find chess and table tennis table. Our employees are happy to serve and help you.

Restaurants

We offer you in our hotel restaurant daily a choice of dishes. Please book directly the restaurants in the Carlton-Europe: «Chalet Beizli», «Asllani's Corner» or «Wyva». Not far from us you will find a wide selection of restaurants with a wide range of offers.

Wellnessarea «Oberländer Wellnessdörfli»

In the basement of the Carlton, the spa area is decorated in the typical Swiss Châlet style. In addition to a Finnish sauna (90°C), a bio-sauna (65°C) and a steam bath invite you to sweat. Cool off with the experience showers. For heating we need 60 minutes - please order early.

Cost CHF 30.00 per person and use for max. 2.5 hours / 10-person subscription: CHF 300.00

We wish you relaxing and exciting days with us!

Stephan JJ. Maeder & the Carlton-Europe-Team

Carlton-Europe, January 2025