

## A

**Accessibility**

We have two design rooms on the mountain side, which are conditionally barrier-free.

Accessibility at Marina Lachen:

- Public areas barrier-free
- Public toilets are conditionally accessible with wheelchair
- Barrier-free breakfast area
- Lift to the conditionally barrier-free rooms is wheelchair accessible
- Two conditionally barrier-free rooms: partially wheelchair-accessible toilet and washbasin
- Seat for shower available on request

**Activities/tips for excursions**

Detailed information can be found via the menu item [Activities](#).

**Additional items**

You forgot something? We're happy to help out:

Free:

- Safety pins
- Blister plaster
- Hygiene products
- Condoms
- Sun cream
- Hair conditioner
- Earplugs
- Shaving set (razor & shaving foam)
- Various baby diapers

Against deposit/on loan:

- Laptop
- Baby monitor
- Belt
- Cufflinks

- Nail polish
- Nail polish remover
- Bed bottle
- Umbrella

For an extra charge:

- Toothbrush & toothpaste CHF 5.-
- Nail adhesive CHF 5.-
- Hair brush CHF 4.-
- Small round brush CHF 5.-
- Large round brush CHF 6.-
- Tights CHF 9.-

Are you missing anything? Please just ask at the reception.

### **Allergies**

We would be pleased to take allergies and intolerances into consideration. Please inform us about this before your arrival. Allergy friendly bed linen is available.

### **Adapters/charging cables**

Electric adapters and charging cables are available for a deposit at the reception.

### **Air conditioning**

The rooms have air conditioning, which you can operate yourself via a panel at the wall.

### **Arrival**

- Address Marina Lachen: Hafenstrasse 4, 8853 Lachen
- Navigation device: Type in "Äussere Haab, 8853 Lachen"
- Arrival by train: To Lachen SZ railway station, from there approx. 7 minutes' walk to the hotel [SBB timetable](#)
- Arrival by car: Approx. 5 minutes from A3 Lachen motorway exit to Äussere Haab car park [Directions](#)

**B****Baby monitor**

We would be pleased to provide you with a baby monitor. Please contact the reception.

**Bathrobe/slippers**

You will find a bathrobe and slippers in the wardrobe in your room.

**Bar**

Visit our Lago Lounge: It changes its offerings with the natural course of the day - from the first espresso to the last nightcap. [Offer](#)

**Bed linen**

Allergy friendly bed linen and additional duvets and pillows are available upon request.

Let us know if you would like a daily change of linens.

**Bicycles**

There are 6 BMC bikes including helmet at your disposal free of charge. Please contact the reception.

**Breakfast**

The breakfast buffet is set up in the restaurant "The Steakhouse" on the ground floor:  
Monday-Friday from 6.30 - 10.30 am / Saturday-Sunday and public holidays from 7.30 - 10.30 am.  
Please inform the reception of your desired breakfast and time for room service the evening before.

**Breakfast to go**

You prefer to take your breakfast with you? We would be pleased to put together a breakfast to go for you. Please contact the reception by 7.00 p.m. the evening before.

**Boat mooring**

We have two hotel-owned boat moorings. We will be pleased to reserve them for you.

**C****Charging cables/adapters**

Electric adapters and charging cables are available for a deposit at the reception.

**Check-in**

Your room is ready for occupancy from 03.00 pm on the day of arrival.

We are pleased to offer early check-in at an additional cost and subject to availability.

**Check-out**

On the day of departure, the room is at your disposal until 12.00 pm.  
We are pleased to offer late check-out at an additional cost and subject to availability.

**Children**

We have various games for children. Please contact the reception for this purpose.  
Only a few meters away is "Spielplatz am See" (a playground at the lake).

**Childcare**

We are pleased to organise a babysitter for you if possible. Please contact the reception in time.

**Cushions**

Does the pillow not suit your needs? Please contact the reception, you can choose from the following three additional pillows (subject to availability):

- **Rollo** - for relief of the neck muscles
- **Cereal Dinkel** - Spelt pillow, well-tried and newly discovered
- **Viscoelastic** - dimensionally stable, adapts to the shape of the head and provides optimum support

**Copy/fax/scan service**

Please contact the reception.

**Cosmetics**

["Beautiful You" by Luisa Giudicetti](#) offers professional cosmetic treatments right in your hotel room.

**D****Doctor/pharmacy**

- Pharmacy Dr. Bruhin: Seidenstrasse 5, 8853 Lachen / Telephone +41 55 451 90 90
- Lachen Hospital: Oberdorfstrasse 41, 8853 Lachen / Telephone +41 55 451 31 11
- Please call the reception on 111 if you need assistance

**E****Electric car charging station**

As a guest of Marina Lachen, you are welcome to charge your electric car with us. A Tesla charging station and another charging station are available.

**Emergencies/security**

- The hotel is staffed around the clock and is equipped with video surveillance in the entrance areas
- All rooms are equipped with highly sensitive fire detectors
- In the event of a fire alarm, we ask you to follow the instructions of our employees
- Please note the escape routes indicated on/next to your room door
- In the event of an evacuation, we will meet at the large parking lot next to the hotel

**E-scooter**

There are 2 e-scooter at your disposal free of charge. Please contact the reception.

**Extra bed**

We are pleased to provide you with an extra bed (CHF 50.-) or a baby cot (CHF 30.-) in your room for an additional charge. Please note that this is only possible from the Junior Suite category due to the space available.

**F****Feedback**

We are always grateful for your feedback. Please contact the reception directly or write us an [e-mail](#).

**Flowers**

You have something to celebrate or want to do something good for yourself? We are pleased to organise individual flowers or bouquets for you. Please contact the reception.

**Fitness**

- [Fitness Center Leuholz](#) Wangen (day admission)
- [ACTIV FITNESS](#) Lachen (with subscription)
- The Seefeld sports facility or the nearby nature reserve are ideal for running
- A small selection of balls is available at the reception desk

**G****Gifts**

You can buy great products from us for your home or as gifts. For example: Marina ketchup, Osteria Vista salad dressing, steakhouse sauce, BBQ rubs, wines, pocket knives and gift certificates. Take a look at our showcase at the reception.

**H****Heating**

Our rooms have heating, which can be regulated individually via a wall-mounted control wheel. Please note that the heating only runs when the air conditioning is off. If you are still too cold, we will be pleased to bring you a mobile heater.

**I****Internet**

You have access via WLAN at the entire Marina Lachen area, free of charge.

Name: Free\_Marina\_Lachen

During the connection process, the Swisscom registration page opens, register here via telephone number (SMS) or by entering your credit card (no charges).

**J**

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**K****Kettle**

You can find it in the wardrobe or sideboard in your room.

**L****Laptop**

We are pleased to lend you a laptop (subject to availability). Please contact the reception.

**Laundry service/ironing service**

- You'll find the laundry bags in the wardrobe
- Laundry will be returned on the same day by 8.00 pm, if dropped off by 9.00 am. In case of late delivery, the return takes place in the course of the next morning
- The express surcharge (within 6 hours) is 50%
- Dry cleaning (external) requires 24 hours; a drop-off before 9.00 am is required in this case

- We offer ironing service within one hour (8.00 am to 04.00 pm) or after arrangement
- We are pleased to provide you with an ironing board and iron at any time

**Lost property**

Are kept in our house for a year. Please contact the reception.

**Luggage service**

Please contact the reception, if you need help with your suitcases.

You are welcome to leave your luggage with us on the day of arrival and departure.

**M**

**Mail**

You are welcome to hand in letter post at the reception. For same day shipping: Monday-Saturday until 9.00 am. Postcards and stamps are also available at the reception.

**Mineral water**

Mineral water is available free of charge in your room as a welcome gift.

**N**

**Newspapers/journals/books**

- We offer the most popular regional and daily newspapers, the most important business newspapers and journals as well as lifestyle titles
- You can also find more magazines on your SuitePad
- You will find various books in the hotel lobby

**Night bell**

If the entrances are closed from around 11.00 pm, please use the night bell at the hotel entrance at the back of the building. With your key card you have 24-hour access there.

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**P**

**Packed lunch**

Have you planned a trip and want to take lunch with you? We will be pleased to put together a rich packed lunch including a rucksack for an extra charge. Please contact the reception by 7.00 p.m. the evening before.

**Parking lot**

There are 9 hotel parking spaces available; you may use these free of charge subject to availability. Reservations are not possible. The public car park "Äussere Haab" costs approx. CHF 8.- per 24 hours.

**Payment**

Payment for your room is possible from 6.30 am to 11.00 pm. If you are leaving early, please settle your bill the night before.

We accept Maestro, Postcard, American Express, Mastercard, Visa, Diners Club, V-Pay, TWINT, Lunch-Checks and cash in CHF and EURO.

We only issue invoices to corporate guests who have contacted us in advance in this regard.

**Pet**

Your pet is very welcome with us. Please register your pet in advance. We charge a surcharge of CHF 20 per day, which includes a surprise and the additional cleaning effort.

**Phone**

- For calls to another room, dial 3 - and then the two-digit room number
- For an external line, dial an additional 0 before the desired telephone number

Important phone numbers:

- Reception            111
- Police                0 117
- Fire brigade        0 118
- Ambulance         0 144

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**R**

**Radio**

You can receive radio frequencies directly via the TV.

Room 19 / 20 / 21 / 22: You will find a separate radio/CD player in these rooms.

### Reception

Our team is available 24 hours a day for your wishes and questions.  
You can reach us by phone on 111.

### Restaurants

The menu at our three restaurants offers you variety and enjoyment. [Restaurant overview](#)

### Room card

- With the room card, which you will receive upon arrival, you can open the corridor door as well as your room door.
- The card also gives you access to the hotel around the clock, from about 11.00 pm via the entrance at the back of the building.
- Furthermore, it serves for the power supply in the room. For this purpose, insert the card into the adapter next to the room door.

### Room cleaning

The hotel room is cleaned daily. If you do not want a cleaning service, please let the reception know or hang the "Do not disturb" sign on the door.

### Room service

We will be pleased to bring food and drinks to your room. Drinks free of charge, dining service for a fee of CHF 5 per person/per order.

## S

### Safe/valuables

The safe is in the wardrobe. There is also room for a laptop. Please note that your valuables in the safe are insured up to CHF 3,000. More valuable items can be handed over to our care against receipt. We decline all liability for unsecured items and for simple theft.

### Scooter

There are 2 e-scooter at your disposal free of charge. Please contact the reception.

### Security/emergencies

- The hotel is staffed around the clock and is equipped with video surveillance in the entrance areas
- All rooms are equipped with highly sensitive fire detectors
- In the event of a fire alarm, we ask you to follow the instructions of our employees

- Please note the escape routes indicated on/next to your room door
- In the event of an evacuation, we will meet at the large parking lot next to the hotel

**Sewing service**

In the wardrobe you will find a small sewing kit. We are pleased to help you with small sewing jobs.

**Shoe cleaning**

You will find a shoe polish cloth in the wardrobe; we are pleased to hand out further shoe polish products to you at the reception. We would be happy to provide this service for you as well.

**Shopping**

Groceries and daily necessities are available in the shops in the village as well as in the [Obersee Center](#) shopping centre.

**Smoking**

- All our premises are non-smoking areas. If you do not observe this and smoke in the room, we will subsequently charge you an intensive cleaning fee of up to CHF 300 as well as a possible compensation for loss of use.
- For rooms with a balcony, smoking is allowed on the balcony. Please use the ashtrays provided for your convenience.
- Smoking zones in the outdoor area of our house are marked.

**Slippers/bathrobe**

You will find a bathrobe and slippers in the wardrobe in your room.

**T****Taxi**

We cooperate with the taxi service "Eberhard" (Altendorf). You can reach it on +41 84 426 26 26. The reception will also be pleased to order a taxi for you.

**Towels**

- Please help us to protect our environment: Would you like to have your towels changed? Then please put them in the shower. By choosing to use the towel a second time, you are helping to reduce detergent and water consumption.
- Please ask at the reception, if you need a towel for the lido. We are grateful that you do not use the towels from the rooms for outside.

**TV**

The "Guide" button on the remote control gives you an overview of all TV and radio stations as well

as the current programme.

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**V**

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**W**

**Wake-up call**

Please contact the reception or activate the wake-up call directly via your telephone.

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**Y**

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**Z**

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