

All-in au lac

LE MERITON

Guest Information

A-Z

English

All-in au lac

When you stay at our property, we want you to feel even more relaxed than you feel at home. At our completely redesigned four-star Hotel Meierhof on Lake Zürich, you can count on feeling happy and contented from the moment you arrive until the moment you depart. To this end, we attend to all the important things. And since everything is included when you stay with us, we will be serving you in accordance with our motto «All-in au lac» (“Everything's included at the lake”). We're sure you'll be enraptured by our loving attention to detail. With us, all the surprises will be positive. Starting with the heart-warming hospitality to a fantastic view over the lake, from the dedicated service to the stylish rooms, from the incomparably cosy pillows to the modern seminar infrastructure, from an upbeat «good morning» to a no less cheery «good night». You will pay only the expected price and nothing more. No unanticipated fees or hidden charges will suddenly get added to the bill – once again, «All-in au lac» says it all.

One thing is for certain: we conceived and designed Hotel Meierhof to be the same type of down-to-earth, good quality hotel we look for when we go travelling ourselves.

Thank you for choosing the Hotel Meierhof for your trip.

With this guest information we would like to present the most important information in and around our house.

Do you have any questions, requests or personal concerns? You are welcome to apply directly to our reception at any time.

We wish you a pleasant stay with us at the Meierhof.

Pascal Rhyner and the Hotel Meierhof-Team

A

Activ Fitness

The entrance is located in the lobby (entrance hall). Admission is included in the room rate.

Opening Hours:	Monday - Friday	06:00 - 22:00 o'clock
	Saturday - Sunday	09:00 - 18:00 o'clock

The access code for the door and a towel are available at the front desk. Guests are encouraged themselves to bring their own towels and drinks. Guests should preferably wear a T-shirt with long sleeves and half long pants.

Adapter

With pleasure the reception will offer you an adapter for external connections for a deposit. Please come to the reception on the ground floor.

Additional Cosmetics

At our reception you receive the following additional Cosmetics: toothbrush and creme, shaving set

Additional Ceiling

If desired, you may like to get an extra blanket, please contact our housekeeper Tel. 571.

Additional bed

If you need an extra bed, please contact our housekeeper Tel. 571, you will be glad to help. For an extra bed we charge CHF 60.00 per night including breakfast for the additional person.

B

Bank

50 meters on the right hand side of the hotel is the Raiffeisen Bank. There you have the ability to obtain cash at ATMs 24 hours.

Bar & Lounge au Lac

Our Bar & Lounge au Lac is located on the 5th floor. There you have the possibility in addition to a wide selection of drinks, to enjoy food as well. All of this with a unique view over the entire Lake of Zurich from Zurich to the Alps.

Opening Hours: **Monday - Saturday** **17.00-24.00 Uhr**
Sunday closed

Bakery

2 minutes away from the hotel is the bakery.

Bäckerei & Konditorei Schnyder	Opening Hours:	
Bahnhofstrasse 10	Monday - Friday	05.30-12.15 & 13.30-18.30
8810 Horgen	Saturday	05.30-13.00

Bed linen

On request we will gladly change your sheets every day. Please contact the housekeeper Phone No. 571.

Bus connection

Situated 100 meters from the train station, right across the hotel is a large bus station, from which many bus lines leave. Feel free to contact our reception for more detailed information, schedules and tickets for the local network.

Banquets & Events

For your banquet or event 35 meters above Lake of Zurich, we offer you beautiful rooms for up to 120 people. We are very happy to help you with the organization and planning of your event. Please contact our Meetings & Events Department Phone No. 508 or e-mail to events@hotelmeierhof.ch.

Breakfast

Our rich and balanced breakfast buffet is served in the 5th floor with a fantastic view of the lake. Sundays we serve a late-breakfast for a surcharge of CHF 7.00 per person.

Breakfast Times:	Monday - Saturday	06.30-10.00 am.
	Sunday	06.30-10.00 am.
	Late breakfast	10.00-14.00 am.

We serve breakfast from 06.30-10.00 clock in your room, but you will be charged an additional fee of CHF 7.00. You will find the breakfast menu on the last page of the guest book.

Breakfast card (Roomservice)

If you like to have breakfast to be served in your room, please contact our service team on Phone No. 550. We will charge an additional fee of CHF 7.00.

Bathroom Stools

On request, a bathroom stool is available. Please contact our housekeeper Tel. 571 if you would like to have one in your room.

Business Corner

In the lobby on the ground floor is our business corner with a computer and a printer. You are welcome to use the business corner to check your emails or print your boarding passes.

Bus Parking

We have two especially suitable parking spaces for buses 200 meters from the hotel. The bus parking is located directly behind the Spar Express and is available for our guests.

Baby Bed

If you travel with small children and need extra beds for children, please call our housekeeper Tel. 571.

Beauty Treatments

We like you to not only feel like home when you are with us - but even more relaxed ... True to this motto, we are pleased to offer you in collaboration with our in-house beauty salon "Cinderela" the following beauty treatments:

- Spa Pedicure
- Facial Treatment Deluxe

For more information or to book an appointment, please contact our reception team tel. 91.

C

Check-in

The housekeeping team will provide the room ready on the arrival date from 3pm. If you like to have an early check-in, we do our best to provide you the room as soon as possible, but we can not promise that it is feasible. Thank you for your understanding. If you have the great need to be able to definitely move into the room earlier, there is the possibility to book the previous night in addition.

Check-out

On the departure day, the room is available for you until 12.00 noon. Of course you may also like to request a late check-out. We charge the following additional amount:

Until 2pm: CHF 60.-
Until 6pm: CHF 120.-

If you wish to depart later than 6 pm. and still stay in the room, we need to charge the full night.

Concierge / Reception

Our reception is at the same time as a concierge service 24 hours a day available. Please contact our staff for questions, requests and concerns. We welcome your restaurant reservation and give you more information on bus services. You have also the possibility to buy tickets for public transport at the reception.

Council office

The Municipal Office Horgen is located 3 minutes walk from the hotel.

Council Office Horgen	Opening Hours:	
Bahnhofstrasse 10	Monday	08.00-11.30 & 13.30-18.00
8810 Horgen	Tuesday - Thursday	08.00-11.30 & 13.30-16.30
Tel.044 / 728 41 11	Friday	07.30-15.00

Copy

We are happy to assist you if you would like to copy your documents, for a fee. Please contact our reception.

Credit cards

We accept American Express, Euro / MasterCard, Visa, Diners Club and Maestro debit card. Unfortunately it is impossible to accept Postcard for internal reasons. We thank you for your understanding.

Car Rental

Please contact reception Tel. 91 for more information.

“Cinderela” Beauty Salon

We like you to not only feel like home when you are with us - but even more relaxed ... True to this motto, we are pleased to offer you in collaboration with our in-house beauty salon "Cinderela" the following beauty treatments and massages:

- Swedish Massage
- Sports Massage
- Hot Stone Massage
- Shiatsu Massage
- Spa Pedicure
- Facial Treatment Deluxe

For more information or to book an appointment, please contact our reception team tel. 91.

D

Doctor

Please contact the reception. Nearby is the Zimmerberg Hospital, tel. 044/728 11 11.

Dry cleaning / laundry

The laundry is done within 9 hours, if you pass your clothes until 9.00 am. at the reception, you will get it back on the same day until 6pm. Please note the clothes on the laundry list which you will find in the room in the closet together with the laundry bag.

The chemical cleaning takes about 3 days.

E

Emergency

In case of emergency, please contact our front desk tel. 91. The Zimmerberg Hospital is available for emergencies, tel. 044 / 728 11 11.

Emergency exit

Please follow the green arrows and instructions marked escape and rescue plans.

Emergency call

The most important emergency numbers in Switzerland are:

Police	117
Fire brigade	118
Ambulance	144
Contamination	145

Electricity

220 V AC. The reception offers you for a deposit an adapter for other ports. In our Bar & Lounge au Lac, directly below the television there are also two European power connectors, which are available to you.

Excursions

In the area of Horgen you have numerous options for excursions. A boat trip on the Lake of Zurich or a trip to the famous monastery of Einsiedeln and the nearby city center of Zurich offer fun, art, culture and adventure. The beautiful Lake of Zurich region offers many hiking opportunities. Please contact our reception for special requests. Phone No. 91

Environment

Help us to protect the environment and reward yourself with a CHF 5.00 voucher for each night you decline housekeeping service except the day of departure. You may choose between a voucher for a drink in our Lounge & Bar au Lac or direct cash refund. To participate, you must inform our Front Desk before 02.00 a.m.

Extra Bed

If you need an extra bed, please contact our housekeeper Tel. 571, you will be glad to help. For an extra bed we charge CHF 60.00 per night including breakfast for the additional person.

F

Flowers

In 2 minutes away is a flower shop.

Blumen Eichenberger	Opening Hours:	
Bahnhofstrasse 10	Monday - Friday	08.00-12.00 & 13.30-18.30
8810 Horgen	Saturday	08.00-16.00
Tel. 044 / 725 12 33		

Feedback

We would very much appreciate if you would leave us a review on www.holidaycheck.ch or www.tripadvisor.de.

Fire

In case of a fire, please stay calm! The hotel Meierhof is backed by modern fire alarm systems. Orient yourself on the flight plan and the instructions on the inside of your cabinet or your door. In case of fire, you will be alerted by telephone. The meeting place is the train station directly opposite the hotel entrance. Firemen Horgen Tel. 044/728 80 20

Fitness centre

The entrance is located in the lobby (entrance hall). Admission is included in the room rate.

Opening Hours:	Monday - Friday	06:00 - 22:00 o'clock
	Saturday - Sunday	09:00 - 18:00 o'clock

The access code for the door and a towel are available at the front desk. Guests are encouraged themselves to bring their own towels and drinks. Guests should preferably wear a T-shirt with long sleeves and half long pants.

Front desk

Our reception is at the same time as a concierge service 24 hours a day available. Please contact our staff for questions, requests and concerns. We welcome your restaurant reservation and give you more information on bus services. You have also the possibility to buy tickets for public transport at the reception.

Fax

We like to help you with sending and receiving your faxes for a surcharge. Please contact our reception.

G

Garage Parking

Parking availability in the hotel's underground car park (22 spaces, marked with Hotel Meierhof) free of charge for our guests. Besides them, there is also a parking lot with a charging station for electric vehicles. To be able to drive into the garage, you need your room key, exit the garage door opens automatically.

Guests Lift

In order to easily and quickly move up and down in the hotel, you have two lifts. The right elevator travels between the ground floor and the 5th floor to and from. The left elevator takes you from the 5th floor to the basement garage.

H

Hairdresser

In 2 minutes away is the hairdresser.

Intercoiffure Dätwyler Bahnhofstrasse 10 8810 Horgen Tel.044 / 725 44 04	Opening Hours: Tuesday - Thursday Friday Saturday	08.00-18.30 o'clock 08.00-20.00 o'clock 08.00-14.00 o'clock
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Hairdryer

A hairdryer is provided in every room in the bathroom. The On button is red and is located right next to the station.

Hand towel

On request we are happy to change your towels during your stay daily. Please present this purpose on the floor in your bathroom.

Hotel bar

Our Bar & Lounge au Lac is located on the 5th floor. There you have the possibility in addition to a wide selection of drinks, to enjoy food as well. All of this with a unique view over the entire Lake of Zurich from Zurich to the Alps.

Opening Hours:	Monday - Saturday	5pm to midnight.
	Sunday closed	

Hygiene products

Feel free to contact our reception if required for the following additional hygiene items: toothbrush, toothpaste and shaving.

M

Meetings and conferences

For your meeting we offer 3 professionally equipped meeting rooms:

- Atrium I (55m2)
- Atrium II (55m2)
- Seminar au lac (65m2)

We are happy to help you with the organization and planning of your meeting or conference. Please contact our Meetings & Events Department Tel. 508 or e-mail to events@hotelmeierhof.ch.

Massage

We like you to not only feel like home when you are with us - but even more relaxed ... True to this motto, we are pleased to offer you in collaboration with our in-house beauty salon "Cinderela" the following beauty treatments and massages:

- Swedish Massage
- Sports Massage
- Hot Stone Massage
- Shiatsu Massage

For more information or to book an appointment, please contact our reception team tel. 91.

N

Newspaper & Magazines

In our lobby on the ground floor and in our Lounge & Bar au lac on the 5th floor are different newspapers available. If you wish your personal newspaper or magazine, please contact our reception.

O

Optician

In 5 minutes distance are two opticians.

Vogt Optik AG
Seestrasse 152
8810 Horgen
Tel. 044 / 725 85 44

Opening Hours:
Tuesday - Friday 08.30-12.00 & 14.00-18.30
Saturday 08.30-16.00

Kusenbergl Optik
Seestrasse 149
8810 Horgen
Tel. 044 / 725 34 05

Opening Hours:
Tuesday - Friday 08.00-12.00 & 13.30-18.30
Saturday 08.00-16.00

P

Pets

Your pets are welcome here. We charge a fee of CHF 15.00 per day, per pet without food.

Pharmacy

The pharmacy is located just 5 minutes walk from the hotel.

Central Apotheke	Opening Hours:	
Dorfgasse 5	Monday - Friday	08.00-12.15 & 13.30-18.30
8810 Horgen	Saturday	08.00-15.00
Tel: 044-725 40 76		

Pillow

In order to provide an optimal sleeping comfort, you have the choice of different types of pillow with us.

- Organic millet chaff
- Lamb wool fiber balls
- Tail Hair
- Neck support pillow
- Allergy synthetic pillows

You can request extra pillows. Please contact our reception desk.

Parking

14 parking space next to the hotel along the wall are available free of charge. Please contact the front desk to get a parking ticket. More spaces are in the garage.

Post office

The reception team is taking care of your incoming and outgoing mail. In 2 minutes distance is the post office Horgen.

The Swiss Post	Opening Hours:	
Bahnhofstrasse 6	Monday - Friday	07.30-12.00 & 14.00-18.00
8810 Horgen	Saturday	08.00-12.00
Tel. 058 / 453 67 42		

Private locker

For our regulars are personal lockers on the 4th floor available. Here you have the possibility to leave your stuff which you need the next time you visit. Lockers can be borrowed at reception against a deposit of CHF 20.00.

Police

The Police of Horgen is reachable within a distance of a 2 minutes walk.

Police Horgen	Opening Hours:	
Bahnhofstrasse 10	Monday	08.00-11.30 & 13.30-18.00
8810 Horgen	Tuesday - Thursday	08.00-11.30 & 13.30-16.30
Tel. 044 / 725 50 00	Friday	07.30-15.00

R

Rent a car

Please contact reception Tel. 91 for more information.

Radio programs

You receive via your TV set several radio stations. Please find a list of all radio programs in your guest information map.

Repairs

If your room despite the daily checks something not working, please report it to the housekeeper, Tel. 571. Our technician will bring the deficiencies in order promptly.

Restaurants

We have composed a list of nearby restaurants.

Restaurant Olivo Opening Hours:
Bahnhofstrasse 4 Monday - Sunday 11.00-14.00 & 17.30 - 23.00
8810 Horgen
Tel. 044 728 95 95

The restaurant is located directly next to the hotel in the same building; there is direct access from the lobby to the restaurant.

Italian & Swiss dishes, prepared quickly and traditionally

Restaurant L'O am See Opening Hours:
Bahnhofstrasse 29 Monday - Friday 11.45-14.30 & 17.30-24.00
8810 Horgen Saturday 17.00-24.00
Tel. 044 / 725 25 25 Sunday CLOSED

The Restaurant L'o is located 2 minutes away if you go right out of the hotel and then cross the railway tracks.

Classic dishes, authentic and freshly prepared

Restaurant Taverne (Hotel Schwan)
Zugerstrasse 9 Opening Hours:
Am Schwanenplatz Tuesday - Saturday 11.30-13.45 & 18.00-21.30
8810 Horgen Sunday - Monday CLOSED
Tel. 044 / 725 47 19

The Hotel Schwan is on foot in 5 minutes walking distance of the historic center of Horgen.

Italian dishes, authentic and passionate prepared

Tai Ming Opening Hours:
Eisenhofstrasse 2 Monday CLOSED
8810 Horgen Tuesday - Friday 11.30-14.00 & 18.00-23.00
Tel. 044 / 725 40 56 Saturday - Sunday 18.00-23.00

The Tai Ming Restaurant is located 8 minutes away.

Chinese dishes, home-made and unique prepared

Dorfbeiz Schinzenhof Opening Hours:
Alte Landstrasse 24 Monday - Sunday 11.30-14.30 & 18.00 - 23.00
8810 Horgen
Tel. 044 / 725 27 05

The Brasserie Louis is away on foot about 3 minutes walk from the hotel.

Typical French dishes, aromatic and fresh

Room Service

We offer the following hours room service:

Mornings	06.30-11.00 o'clock
Evenings	17.00-22.00 o'clock

Please contact our service team Tel. 550. You can choose from our enclosed room service menu. Drinks can be ordered for 24 hours. Please select Tel. 91 to call to the reception.

Reservation

The reception will be happy to assist you with your next stay with us at the Hotel Meierhof. We are happy to make a reservation for you. You also have the option to reserve a room via our homepage www.hotelmeierhof.ch with its own reservation portal. We are very pleased to welcome you again.

Reception / Concierge

Our reception is at the same time as a concierge service 24 hours a day available. Please contact our staff for questions, requests and concerns. We welcome your restaurant reservation and give you more information on bus services. You have also the possibility to buy tickets for public transport at the reception.

S

Safe

All our rooms have a safe. Please check the instruction manual.

Sewing kit

There is a sewing kit in the cupboard. We do offer a sewing service on request.

Shopping - Supermarket

The **Migros** is 2 minutes away from the hotel.

Opening Hours:

Monday - Saturday 08.00-20.00 o'clock

The **COOP Pronto** is located 50m from the hotel on the right side.

Opening Hours:

Monday - Sunday 06.00-23.00 o'clock

The **Spar Express** is located approximately 100 meters from the hotel on the left side.

Opening Hours:

Monday - Sunday 06.00-23.00 o'clock

The **Kiosk** is directly opposite the hotel next to the train station underground way.

Opening Hours:

Monday - Saturday

Sleeping comfort

We have paid particularly close attention to ensuring that you have comfy beds to sleep in and a selection of pillows to rest your heads on. And so it's altogether possible that you will not only have sweet dreams during your stay with us, but that you will sleep better than you have ever dreamed of. We have selected the highest quality mattresses, so that you can enjoy a good night's rest. If you wish, we will change the bed linen every day. Do you need an additional blanket? Please contact our reception 91

Shoe cleaning set, -service and -machine

You will find shoe cleaning utensils in your closet in the room. On request we can clean your shoes. Set this at night before your room door and inform our reception Phone No. 91. We compute per pair of shoes CHF 15.00. On the 4th floor in room # 416 is also a professional shoe shine machine available. You are welcome to use it free of charge.

Shuttle service

We can organize a shuttle service for you. Please contact our front desk tel. 91.

T

Ticket Sales

We will be happy to help you with the organisation of every kind of tickets from theatre tickets, musical tickets etc. Please contact our Reception Phone No. 91.

TV channels

Please find a list of all the TV programs in the back of your guest information map.

Taxi

If you like to order a taxi our reception will be pleased to help you. Phone No. 91. Taxis are usually ready at the train station diagonally across from the hotel. If you order a taxi to the airport with us, you will get a special rate of CHF 100.00.

Telephone

In all rooms is a direct dial telephone available. Please dial 0 in front of the number you like to choose to unlock the line for outside numbers. You like to get calls directly to your room? The direct number of your room is placed on the phone.

- Reception 91
- Housekeeping 571
- Bar & Lounge au Lac 550
- Meeting & Events 508
- Housetechnician 574
- Outside line 0
- Room to room Dial the room number

Area code for international calls:

Austria	0043
Belgium	0032
France	0033
Germany	0049
Italy	0039
Liechtenstein	00423
Luxembourg	00352
Netherlands	0031
United Kingdom	0044
USA	001

Train connection

We will with pleasure draw up a schedule for you with all connections by train and bus for your trip in Switzerland (with connections to major European capitals). The train tickets can be purchased from the travel center SBB at the train station in Horgen, directly opposite the hotel entrance.

U

Umbrella

If the weather is not quite turn out as planned nice and it's raining outside in streams, you have the possibility to rent one of our hotel umbrellas against a deposit. Contact our reception tel. 91.

V

Valuables

For non-sealed valuables in the rooms, we assume no liability. For simple theft, the hotel is not liable. Your valuables / money values in a locked safe are insured a total of maximum CHF 1,000.00.

W

Waterbar

On each floor is a waterbar located next to the elevator, where you can serve yourself with silent or sparkling Züriwater. We also offer 24 hour room service for drinks. There will be a surcharge of CHF 7.00 as room charge.

Wake up call

You can program your wake-up call directly on your phone. You are welcome to place your wake-up call also at our reception Phone No. 91.

Wifi / Internet

Throughout the house there is the Wi-Fi free of charge. With your login data, you can register two devices. If you have more devices on which you need Wi-Fi, contact reception Tel. 91, we will gladly give you additional login information.

Radio Sender Übersicht Hotel Meierhof

Radio channels overview Hotel Meierhof

- 61 DRS 1
- 62 DRS 2
- 63 DRS 3
- 64 Radio Swiss Pop
- 65 Bayern 3
- 66 MDR Figaro
- 67 Deutschlandfunk
- 68 WRS (World Radio Switzerland)
- 69 RSI Rete due
- 70 RSR la 1 ère
- 71 RSI Rete uno
- 72 RSR Espace 2

TV Sender Übersicht Hotel Meierhof

TV channels overview Hotel Meierhof

- | | | | | | |
|----|-----------|----|-----------|----|---------------------|
| 1 | SF1 | 21 | SWR | 41 | CNN int. |
| 2 | SF2 | 22 | ORF 1 | 42 | CNBC Europe |
| 3 | SF Info | 23 | ORF 2 | 43 | Al Jazeera Englisch |
| 4 | 3+ | 24 | ATV | 44 | TSR 1 |
| 5 | Tele Züri | 25 | 3-Sat | 45 | TSR 2 |
| 6 | ARD | | | 46 | TF 1 |
| 7 | ZDF | 27 | Arte | 47 | TV5 Monde |
| 8 | RTL | 28 | Phoenix | 48 | RSI LA1 |
| 9 | RTL II | 29 | Super RTL | 49 | RSI LA2 |
| 10 | SAT 1 | 30 | Kika | 50 | Rai UNO |
| 11 | PRO 7 | 31 | DSF | 51 | TVE Int. Spanisch |
| 12 | VOX | 32 | Eurosport | 52 | RTR Russisch |
| 13 | Kabel 1 | 33 | Viva | 53 | TRT Türkisch |
| 14 | n-tv | 34 | MTV | 54 | RTP Portugiesisch |
| 15 | N24 | 35 | ZDF Neo | | |
| 16 | Euro News | 36 | BBC One | 56 | BVN Holländisch |
| 17 | WDR | 37 | BBC Two | | |
| 18 | NDR | 38 | BBC World | 58 | Arte HD |
| 19 | MDR | 39 | Bloomberg | | |
| 20 | BR | 40 | ITV 1 | 60 | BBC HD |