

From A - Z



Welcome

In this folder, you will find a lot of important information.

Please do not hesitate to contact us if you have any questions.

We are pleased to have you as our guest and wish you
a pleasant stay.

Josef Inderbitzin
Host

and the Krone Team

A

ADAPTER

The plug does not fit into the power socket - we are sure to have the appropriate adapter for you at reception. We require a deposit of 10.00 CHF or 10.00 € per adapter.

ALARM CALL

We will be happy to wake you beginning at 6:15 AM. Please let us know when you would like to wake up. You can also use the alarm function directly on the TV. To do this use the remote control.

ALLERGIES AND DIETS

In the event of dietary restrictions, or special diets, our kitchen will happily spoil you with individual dishes. Please let us know at reception or in the restaurant.

ANTI-SLIP MAT

Would you like an anti-slip mat for your shower? Please call reception (Tel. 600).

ARRIVAL AND DEPARTURE / CHECK-IN AND CHECK-OUT

Your room is ready from you beginning at 2:00 PM on the day of your arrival. On the day of your departure, your room is available until 12:00 AM. Please contact reception so that we can help you with your luggage. It is possible to deposit your luggage in the hotel on the day of your departure.

B

BABYSITTER

We will gladly arrange a babysitter for you. Please inquire at reception.

BANKS

There are 4 banks located within a radius of 300 meters: A branch of the Obwald Kantonalbank in the Sarnen Center, UBS, CS and Raiffeisenbank on the way to the railway station.

BAR

Our restaurant-bar and our Krone Lounge are stylish and cosy meeting places for a cup of tea in the afternoon, an early evening aperitif, or a grappa after dinner. Open daily from 7:00 AM until at least 11:00 PM.

BATHROBE

The bathrobe in your room is at your disposal. Please leave it in the room upon your departure.

BATHROOM STOOL

Would you like a bathroom stool? Please call reception (Tel. 600).

BLANKETS

Extra blankets can be ordered at reception. We also offer hypo-allergenic bedding for guests with allergies.

BREAKFAST

Our friendly service teams awaits you with an ample breakfast buffet from 7:00 AM to 10:00 AM in our restaurant. We would be delighted to flexibly adapt this time frame to your requirements if possible.

Offer:

Hot drinks: Coffee, tea, chocolate or Ovaltine

Cold drinks: Assorted juices, chocolate or Ovaltine

- Assorted cold cuts, ham and cheese
- Assorted breads
- Assorted jams, Nutella and honey
- Butter and Lätta (Margarine)
- Fresh fruit, fruit salad, Birchermüesli and two kinds of yoghurt
- Assorted cereals and cold milk
- Boiled and scrambled eggs with ham or bacon

BREAKFAST IN YOUR ROOM

We would be pleased to serve you breakfast in your room upon your request. The reception will be pleased to take your order. We charge a surcharge of CHF 7.00 for room service.

BUSINESS CORNER

There is a business corner with internet access, a printer, scanner and various office materials available to you on the first floor in front of the Älggi room. If you need assistance reception will be happy to help you.

MTB / E-BTB

The following MTBs are available in our bike chalet:

Canondale MTB's: Reservation at the reception

FLYER Uproc3 E-MTBs: Reservation via Rent a Bike (rental station Hotel Krone Sarnen)

As a hotel guest, we grant you a 15% discount on the advertised prices!

The minimum age for renting is 16 years. Exceptions are drivers with a moped license. Minors can only rent e-bikes with an accompanying adult.

You will find information about bike routes as well as various maps at the reception. Documents about public transport facilities are also available. We also have tools for smaller bike repairs available, a washing area for bikes and a lockable storage room. On the third floor we have a room available in which you can wash your cycling clothes by hand, and dry them. Please ask for more information at the reception.

C - D

CASH DISPENSER

A Bancomat of the Obwaldner Kantonalbank is located across the way in the Lindenhof (in the building). A Postomat is also located across the way in the Lindenhof (outside of the building).

CHILDREN

For our young guests we have High chair, cot, and changing mat. We will also gladly warm up baby food for your little ones. There are two playgrounds located on our terrace as well as behind the hotel at the Sarneraa.

COFFEE AND TEA

We will gladly serve you your desired coffee or tea in the restaurant or Lounge. Our three junior suites are equipped with a Nespresso coffee machine.

CURRENCY EXCHANGE

We will be happy to change your foreign currency into Swiss Francs at the current daily rate at reception.

DOGS

Well behaved dogs are welcome in our hotel (except for the wellness area). We charge 22.00 CHF per day per animal (without food). If you leave your dog alone in the room please hang the dog door hanger on the outside of your room door.

E - F

ELECTRIC KETTLE

The use of electric kettles that you have brought with you is not permitted for safety reasons. On request we will provide you a secure one to use in your room.

EXCURSIONS

We will be happy to help you with your individual trip planning. Informational material is located at reception. The hotel has free passes to the Museum of Transportation in Lucerne. If you are interested you may get these passes for a day. Please order the passes at Reception.

EXPRESS CHECK OUT

Would you like Express Check Out? Notify reception and provide your credit card.

FANS

The rooms facing the street side are equipped with soundproof windows and noise protection fans. Using the fans you can sleep without noise with the windows closed. Set your desired level using the dial.

FIRE

BASIC RULES:

ALERT - RESCUE - EXTINGUISH

In the event of a fire you will be automatically alerted by the horn of our SERCURITON fire detection system and required to exit the hotel through the emergency exit. On the inside of the door to your room you will find the detailed emergency escape plan with the escape routes and the locations of the fire-fighting and rescue equipment. Please proceed immediately to the **assembly point on the North side of the museum parking lot** in front of the hotel. In the event of fire the lift cannot be used. We ask you to follow the instructions of the employees. You can find detailed information at the end of this guide.

FITNESS

Our hotel does not have a fitness room. The Top Gym Fitness Center is about a 15 min. walk away. Reception will be happy to tell you the way.

FLOWERS

Reception will gladly provide you with a beautiful bouquet of flowers according to your wishes, or assist you in the search for a suitable florist.

FREEHEIT

Whether a cabaret dinner, Dialect Hip-Hop Event or Jazz concert - in the somewhat different cellar bar there is always something going on. A multi-culinary hotspot where everything from finger food to Swiss tapas to Fondue evenings is included. Enjoy a Grappa or a single malt afterwards in the 10 meter long bar - settle in for a long evening....

You can find information on our current program offerings on our website here:

www.krone-sarnen.ch/seminare/agenda

G

GUEST-CHECK

The items you consume in the restaurant and in the bar/lounge can be charged directly to your hotel bill via guest-check. In order to avoid errors we ask that you sign the bills and specify your room number. Please write your name legibly.

H

HIKING AND WALKING

Sarnen and the surrounding area have countless hiking trails which are very well signposted. A simple hiking trail begins just outside the hotel. The trail along the Sarner Aa to the lake is very popular. Ask us about our favourite routes. The staff at reception will provide you with maps, trail descriptions and additional information.

HIKING MAPS

Topographic maps with hiking suggestions for half-day and full-day tours are available at reception. Information on Alpine huts, mountain huts and shelters is also available. Timetables for public transport and mountain railways can be found at reception.

HOTEL REVIEW

Your feedback helps!

You can read how other Hotel Krone guests have experienced us on the various hotel feedback platforms. We would be very grateful if you were to make use of the following platforms as well - Thank you!

- [TripAdvisor.ch](https://www.tripadvisor.ch)
- [Booking.com](https://www.booking.com)
- [HolidayCheck.ch](https://www.holidaycheck.ch)

HOTEL SHOP – SOUVENIRS

Are you looking for a small souvenir? You will definitely find something suitable at reception. Please do not hesitate to contact us for advice. We are always happy to help you!

I - J

Ironing Service

See laundry service

K

KEYCARD

When leaving the hotel we ask that you take your room key card with you. The entrance door is closed from 11:00 PM to 6:15 AM. To the right of the entrance there is a card reader with which you can open the door using your room key card.

L

LAUNDRY SERVICE

We will gladly iron your shirts, blouses or trousers daily between 9:00 AM- 4:00 PM. Your clothes will be returned to you within 24 hours. Prices can be found on the "Laundry Service" sheet. Express service (return within 1 hour) is available for an additional charge. Please call Tel. 600.

Do you have clothes that need washing? Place them, together with the completed laundry service order form, in the laundry bag, label it and bring it to reception. The laundry bag is in the wardrobe.

Express service is available for an additional charge.

Dry cleaning - also available as Express Service - from Tues. - Fri. Prices available upon request.

LIFT

In the event of fire, the lift cannot be used.

LINEN CHANGE

The bed linen is changed daily upon request.

LUGGAGE SERVICE

We would be happy to take care of your luggage upon request. There is also a luggage trolley available for your use at reception. Please report to reception.

LUNCH AND BREAKFAST PACKAGES

Getting an early start, or on the road all day? Our staff at reception will gladly take your request for catering on the road, will forward it on and make your request available at reception. Please let us know ahead of time. Price on request.

M - N

MAIL SERVICE

We receive mail once daily, outgoing mail is picked up in the afternoon. Postage stamps may be purchased at reception. Postcards are also available at reception.

METHODS OF PAYMENT

Thank you for paying your bill in cash. You also have the option to pay your bill with EC-Direct, Postcard or the following credit cards:

- Mastercard/Eurocard
- Visa
- Diners Club
- American Express
- China Union Pay

In the case of foreign currencies we charge the daily rate determined by the hotel.

MINIBAR

Our rooms are equipped with a mini-bar. In the event you have additional requests our restaurant team will be happy to help (Tel, 615). Please pay your mini-bar consumption at reception upon departure.

Mineral water 5 dl (Non-carbonated and carbonated)	CHF 4.00
Coca Cola 33cl	CHF 4.00
Hopfenperle	CHF 4.00
White wine	CHF 6.00
Red wine	CHF 6.00

*The Euro price is charged at the daily rate determined by the hotel.

MOBILE TELEPHONE

Out of consideration for other guests we ask that you set your mobile phone to silent in our restaurant as well as the wellness area.

NEWSLETTER

We send several newsletters per year. This keeps you up-to-date about news, events, and offers with us. We would be pleased to keep you informed on a regular basis. Subscribe to our newsletter at www.krone-sarnen.ch.

NEWSPAPERS

You will find a selection of daily newspapers and various magazines in our restaurant.

NIGHT TIME LIGHTING

Would you like a night light? Please call reception (Tel. 600)

NON-SMOKING AND SMOKING

Our building is smoke-free. Smokers are welcome on our sun terrace or in front of the hotel entrance. There is an ashtray located on every guest balcony.

O - P

PARKING

Our guests have the possibility of parking their car free of charge in one of our yellow parking spaces. A free parking pass can be obtained at reception.

PHARMACY

We would like to inform you that pharmacies are closed on Sundays. Please inquire at reception about the pharmacist on duty. A chemist is located just opposite the hotel.

PILLOWS AND BLANKETS

For quiet, deep and pleasant sleep additional blankets or pillows in various sizes and shapes (spelt pillow, ergonomic pillow) can be requested at reception. We also offer hypo-allergenic bedding for guest with allergies.

PUBLIC TRANSPORT AND LOCAL MAP

Timetables and maps are available at reception.

Q - R

RADIO

The radio, with various radio channels, is integrated into the TV and can be switched on via the remote control.

RECEPTION / SOS

Reception is staffed from 6:15 AM to 10:00 PM by our reception staff. There is an emergency picket at night. **The internal number is: 600.** In addition, there is an SOS telephone at reception.

RESTAURANT

Modern, light cuisine with market-fresh regional and seasonal ingredients - this is the Restaurant Krone. Our culinary delights are accompanied by Swiss wines from our well-stocked wine cellar. Not only the palate, but also the eye is spoiled: The restaurant's ambiance itself is regarded as a real highlight since its renovation.

An aperitif, digestive, glass of champagne, or simply a Latte Macchiato in between - relax in the Krone Lounge in a contemporary atmosphere. The glass wine cabinet in the middle of the room, filled with Swiss wines from the best producers, naturally catches the eye. A selection of various drinks and the best Swiss fruit brandies can also be seen and enjoyed.

Not without: In the summer you can enjoy a cold beer in our lounges on our terrasse. It is the right place to drink and eat under the plane trees.

ROOM AMENITIES

Our colourful, modern rooms are all equipped with a TV, mini-bar, telephone, safe, hair dryer, and some have a balcony. All rooms are non-smoking rooms with shower or bath and toilet.

In two of our three designated Junior suites you will sleep under a starry sky. They are also equipped with a Vital shower and separate bath and a Nespresso coffee machine.

ROOM SAFE

Please use the safe in your room. Valuables and cash of 5,000 CHF to 50,000 CHF must be stored in the large hotel safe at reception for insurance reasons. For items of an even higher value please use a bank safety deposit box. We will be happy to arrange the appropriate contacts.

ROOM SERVICE 7:00 AM to 11:00 PM

We will gladly bring our current, monthly changing menu or drinks menu to your room, from which you can put together your request. Till 10.00 p.m. our team is pleased to serve food. Drinks are available till 11.00 p.m. We charge a surcharge of CHF 7.00 for room service.

S

SEWING SERVICE

There is a free sewing kit available in your room. Our laundry service offers sewing services upon request. Charge according to expenditure. Please inquire at reception.

SHAMPOO BODY & HAIR

You will find a Body & Hair dispenser in the shower. The lotion is suitable for washing both body and hair.

SHOE SHINE SERVICE

There is a shoe shine machine available next to the lift on the second floor.

SLIPPERS

The Slippers in your room are free of charge.

T

TABLE RESERVATION

We would be happy to reserve a table for you and your friends

TAXI

Let us know and we will order a taxi for you in front of the hotel entrance.

TELEPHONE

For external calls please dial 0 first and then the desired telephone number. You can also be called directly: Your telephone number is on the phone. For room-to-room calls please dial the desired room number.

Réception /Front office	600	Polizei /Police	117
Restaurant	615	Feuerwehr / Fire fighter	118
Notfall / Emergency	600	Sanität / Medical service	144
Spital Sarnen Notfallstation /Hospital emergency unit		041 666 41 20	
Zahnarzt /Dentist (Zahnteam Lindenhof)		041 660 65 55	

Important dialling codes (abroad)

Algeria	00213	Argentina	0054
Australia	0061	Belgium	0032
Brazil	0055	Denmark	0045
Germany	0049	Finland	00358
France	0033	Greece	0030
Great Britain	0044	Hong Kong	00852
India	0091	Iraq	00964
Iran	0098	Ireland	00353
Israel	00972	Italy	0039
Japan	0081	Canada	001
Luxembourg	00352	Marocco	00212
Mexico	0052	New Zealand	0064
Netherlands	0031	Norway	0047
Austria	0043	Poland	0048
Portugal	00351	Saudi Arabia	00966
Sweden	0046	Spain	0034
South Africa	0027	Thailand	0066
Tunesia	00216	Turkey	0090
Hungary	0036	Venezuela	0058
USA	001		

TELEVISION

It is possible to connect your laptop directly to the TV via VGA or HDMI cable. In addition you can play your music or films directly on the TV via USB stick.

TV and RADIO Programmes

1	SRF 1 HD	51	Film 4+1	1001	SRF 1	1051	Bremen Eins
2	SRF zwei HD	52	More 4	1002	SRF 2 Kultur	1052	Bremen Vier
3	SRF info HD	53	ETV 4	1003	SRF 3	1053	RTL Radio
4	RTS Un HD	54	STV	1004	SRF 4 News	1054	Radio Horeb
5	RTS Deux HD	55	BBC World News	1005	Swiss Pop	1055	OE3
6	RSI LA 1 HD	56	BBC Alba	1006	Swiss Classic	1056	Rai Radio 1
7	RSI LA 2 HD	57	Sky News Int'l	1007	Swiss Jazz	1057	Rai Radio 2
8	Das Erste HD	58	CNN Int.	1008	SRF Musikkwelle	1058	Rai Radio 3
9	ZDF HD	59	Bloomberg Europe	1009	SRF Virus	1059	Rai Radio Tutta Ital.
10	RTL	60	CBBC HD	1010	Swiss Classique	1060	Rai Radio 1 Sport
11	SAT.1	61	France 24 En	1011	RTS-1ere	1061	R. Italia S.m.i.
12	ProSieben	62	France 24 Fre	1012	Espace 2	1062	Radio Kiss Kiss
13	RTL2	63	TV 5 Monde HD	1013	Couleur3	1063	RDS
14	kabel eins	64	Rai 1 HD	1014	Option Musique	1064	Anni 60
15	VOX	65	Rai 2 HD	1015	Rete Uno	1065	Dim Suono Roma
16	Eurosport De	66	Rai 3 HD	1016	Rete Due	1066	Rai Radio Live
17	SAT.1 Gold	67	Rai News 24	1017	Rete Tre	1067	Rai Radio Tech
18	ProSieben MAXX	68	TVE International	1018	Swiss Classica	1068	Rai Radio 3Class
19	WELT	69	Canal 24H	1019	Radio RTR	1069	Discoradio
20	PHOENIX HD	70	TVGA HD Europa	1020		1070	Rai Radio Kids
21	EuroNews German	71	Extremadura Sat	1021	Bayern 1	1071	BBC R1
22	SWR BW HD	72	Telesur SD	1022	Bayern 2	1072	BBC R2
23	BR Süd HD	73	Telesur En	1023	BAYERN 3	1073	BBC R1X
24	NDR FS NDS HD	74	Cubavision HD	1024	BR-KLASSIK	1074	BBC R5SX
25	ZDFinfo HD	75	RTP Int.	1025	BR24	1075	BBC R5L
26	zdf_neo HD	76	BVN TV	1026	BR Heimat	1076	BBC R London
27	Kabel eins Doku	77	RIK SAT HD	1027	SWR1 BW	1077	BBC Asian
28	Servus TV HD	78	Euronews russian	1028	SWR2	1078	BBC English Europe
29	3sat HD	79	TV Rus	1029	SWR3	1079	BBC En Mid East
30	arte HD	80	TV Rus +	1030	SWR4 BW	1080	RFI Afrique
31	ARD-alpha	81	THT	1031	SR 1 Europawelle	1081	RFI Francais
32	KiKA HD	82	8TV RU	1032	SR 2 KulturRadio	1082	RFI Langues Div.
33	SUPER RTL A	83	TRT World HD	1033	SR 3 Saarlandwelle	1083	RFI Metropole
34	VOXup	84	BBC Arabic HD	1034	1LIVE	1084	Radio 1
35	WDR Aachen	85	Al Jazeera English	1035	WDR 2	1085	Radio 3
36	Radio Bremen HD	86	Al Jazeera	1036	WDR 3	1086	Radio 4
37	One HD	87	Al Jazeera Docum.	1037	WDR 4	1087	Radio 5
38	Tagesschau 24HD	88	Al Jazeera Mubash	1038	WDR 5	1088	Radio Clasica
39	DW English HD	89	TV Tamazight	1039	WDR Event	1089	Radio Exterior
40	BBC One HD	90	Arirang HD	1040	1 Live Diggi	1090	RDPI Radio
41	BBC Two HD	91	KBS World HD	1041	COSMO	1091	Antena 1
42	ITV	92	TVRI World HD	1042	DASDING	1092	Chaîne 1
43	ITV2	93	NHK World HD	1043	NDR Info Spezial	1093	Chaîne 2
44	ITV4	94	CGTN	1044	NDR 1 Nieders.	1094	Chaîne 3
45	ITV +1			1045	NDR 2	1095	Rai Radio Slov
46	ITVBe			1046	N-JOY		
47	Channel 4			1047	NDR Kultur		
48	Channel 4+1			1048	NDR Info		
49	E4 Extra			1049	NDR Blue		
50	E4+1			1050	NDR 90,3		17.05.23 by Hotelmedia

TOILETRIES

Toiletries such as toothbrushes, toothpaste, shaving kits, ear plugs, etc. can be obtained at reception.

TOWEL CHANGE

Towels will be changed daily upon request.

U - V - W

UMBRELLA

We will be happy to lend you an umbrella. Please inquire at reception.

VOUCHERS

Hotel Krone Gift Vouchers always spread joy and make small and larger dreams come true. Let us know your wishes. We will gladly provide you with a personal gift voucher according to your individual requests.

WELLNESS

Caldarium, Sauna and salt steam bath - the wellness world on the first floor is characterised by enjoyable relaxation and holistic well-being. In the relaxing atmosphere you will also find the spacious showers and the unique relaxation room with a view of the Landenberg, the landmark of Sarnen.

As part of the Roman sauna culture Caldarium prepares the circulatory system for higher temperatures and, at the same time, is a gentle but effective opportunity to relax and regenerate. At around 45°C the natural herbal essences ease muscle tension. Stress is reduced, limb and joint pain subside.

The fine mist in the 38°C warm salt steam bath with the sea-like components activates the self-cleaning of the respiratory tracts, detoxifies the body and stimulates circulation. In the skin the steam salt binds moisture and stimulates regeneration as well as a fresh and rested appearance. A salt steam bath has many impacts - and one effect: Afterwards you feel like royalty!

The wellness world is a nude zone and is open daily from 4:00 PM to 10:00 PM. Additional information and bathrobes can be obtained at reception. Towels can be found in the locker rooms. At high occupancy we will extend the opening hours.

WiFi and W-LAN

You have free access to wireless internet throughout the entire hotel. You can request your password yourself as follows:

1. Connect your device with the "Hotel_Krone_Sarnen" network
2. The homepage www.pwlan.ch opens automatically
3. Select "Free SMS Login" and enter your mobile phone number (including country code).
4. Accept the contract terms and click on "Next".
5. You will receive your access data via SMS.
6. Enter the information and click next.

Now you are connected to the internet