



GUEST INFORMATION A-Z

A

ADAPTERS

The local electrical voltage is 220/240 volts at 50 Hertz. Adapters are available at the reception for a deposit of CHF 50 per device. Please note that you are responsible for the use of your electronic devices in your room, at your own risk. The hotel cannot be held liable for any damage or loss caused by their use. We kindly ask you to take this into consideration and to comply with these guidelines.

ADDRESS

The exact address of the hotel is :

Le Mirador Resort & Spa
Chemin de l'Hôtel Mirador 5
1801 Le Mont Pèlerin

Tel : +41 21 925 11 11
Fax : +41 21 925 11 12
Email : reception@mirador.ch
Website : www.mirador.ch

AIR CONDITIONNING

You can adjust the room temperature in all suites and rooms yourself with the thermostat. Please note that the thermostat displays the room temperature currently requested. The -/+ allow to set the temperature (maximum 3 degrees above or below) and to adjust the air performance. All settings will stop automatically as soon as you open your terrace door or when you remove the card at the entrance. If you wish to completely turn off the A/C, kindly inform the reception team at 707. They remain at your disposal for any additional information.

AIRPORTS & TRAIN TRANSPORTATION

You can find ticket prices and timetables on this link: <https://www.sbb.ch/en>
You can also contact the Concierge at 706 if you wish assistance to arrange for your airport & train station transportation by car (prices on request).



Zürich ZRH	env. 3 heures de route/210 km
Genève GVA	env. 1 heure de route/85 km
Bâle BSL	env. 2.5 heures de route/185 km
Milan MXP	env. 4 heures de route/310 km
Sion SIR	env. 1.5 heure de route/80 km

B

BABY COT

Baby cots are available free of charge through housekeeping. Please contact them at 600.

BAGGAGE SERVICE OR BAGGAGE STORAGE

Please contact our Concierge at 706 or 780 for any baggage services or if you wish to store it during or after your stay.

BANKING SERVICE & ATM

The nearest ATM (BCV) is in Chardonne about 5 minutes driving from the hote. Further banks are located in the center of Vevey and in Chexbres. To exchange foreign currency, you may contact the reception at any time.

BATHROBE & SLIPPERS

Bathrobes and slippers can be found in your bathroom. Children's bathrobes and slippers may also be obtained from housekeeping at 600.

BREAKFAST

A sumptuous buffet and à la carte breakfast is served in the Patio restaurant from 7 am to 10.30 am (last order at 10.15 am). You may also call room service at 820 to place your order.

BILLARD

Our billiard and game room is at your disposal next to the Mirador Lounge in the historical building. Queues can be requested at the concierge or at the reception.

BLANKET

You can obtain extra duvets, wool blankets, or hypoallergenic blankets from the housekeeper by calling 600.

C

CALL FROM ROOM TO ROOM

To call another room, please simply dial the room number (for example dial 323 for room 323). If the room you wish to call is located on the O floor please dial «3» plus the room number (e.g. dial 342 to reach room O42).

CHARGING YOUR PHONE

A charging dock for your phone is available at the concierge desk.

CHECK-IN

Your reserved suite or room is at your disposal as of 3:00pm.

CHECK-OUT

We ask you to kindly leave your room by noon on your day of departure. Please contact reception 707 if you wish to depart later (at an extra charge). Our team will be delighted to help you with your luggage.

CHILDREN

Children are very welcome in the hotel. For the well-being of everybody we kindly ask the parents to accompany children younger than 12 years at any time in the hotel. Due to security reasons, children cannot sign any charges to the guest invoice of the rooms. Children under 12 are not allowed to sign invoices at the hotel. Children have access to the spa pool from 9:00 AM to 11:00 AM and from 2:00 PM to 6:00 PM. Access to the jacuzzi, sauna, and steam bath is prohibited for children under 16. Thank you for your understanding.



CREDIT CARDS

The hotel accepts the following credit cards: American Express, Diners Club, MasterCard, Visa, EC/Maestro, Union Pay, V-Pay, Reka and JCB. We recommend paying contactless/TWINT. Please contact the reception team if you have any questions about your invoice.

COAT HANGERS

Coat hangers can be found in your wardrobe. If you require more than the amount provided, please do not hesitate to contact housekeeping at 600.

D

DOCTOR & DENTIST

If you need a doctor or dentist, the reception will be happy to assist you further. Dial 707.

DO NOT DISTURB

If you would like not to be disturbed, please press the corresponding button at the entrance of your room.

E

EMERGENCY

In case of an emergency, please call reception at 707.

Ambulance: 144

Fire department: 118

Police: 117

EMERGENCY EXITS

Please find the emergency exit plan at the entrance of your room.

Assembly point: Beginning of "Chemin de l'hôtel Mirador"

EMERGENCY EXITS, FIRE EXTINGUISHERS, SMOKE DETECTORS

In case of fire, please call the reception at 707 and indicate your location. The smoke detectors in your bedroom are extremely sensitive and can be set off by cigar smoke and burning joss sticks. For more information,

please contact reception. Please pay attention to the instructions in your room and to the emergency exits, which are marked with green signage.

ENVIRONMENT

We aim to protect our environment and we invite you to help by a simple gesture:

Towel on the floor= Housekeeping will replace your towel.

Towel on the hanger= Housekeeping will change your towels after 2 days.

EXCURSION & CONCIERGE SERVICE

Please contact the Concierge at 706 or 780 for details and reservations.

F

FIRE ESCAPE PLAN

The fire escape plan can be found on the door of your room. The red spot indicates where your room is located. In the unlikely event of an emergency please use the emergency staircase that is closest to your room.

Meeting point: top of street Chemin de l'hôtel Mirador.

FIRST AID

For any first aid please contact the reception 707. The hotel is also equipped with a defibrillator.

FITNESS

Please note that the use of towels is compulsory while training, as is the cleaning of the equipment before and after the use. The fitness is accessible from 18 years old.

You can find a variety of group exercise classes in our fitness center and even swimming pool (please mind the timetable). Alternatively, personal training offers workouts that are perfectly tailored for you (at an extra charge). Please contact our fitness for more information at 640.

During the summer months, Le Mirador Resort & Spa offers three outdoor tennis courts. Lessons can be booked in advance, or the courts can be reserved privately by contacting the Club & Spa reception at +41 21 925 17 71 or via spa@mirador.ch.



G

GROUP CLASS & PERSONAL TRAINERS

You can find a variety of group exercise classes in our fitness center and even swimming pool. Group exercises are smart way to get healthy with peers. Alternatively, personal training offers workouts that are perfectly tailored for you (at an extra charge). Please contact our Fitness for more information at 640.

H

HAIR DRYER

The hair dryer is in the drawer under the sink in the bathroom. Should you require some assistance, please call housekeeping at 600.

HOUSEKEEPING

Our housekeeping at 600 will be happy to provide you with all the amenities you may need.

I

ICE CUBES

You may contact room service at 820 for ice cubes or crushed ice.

INFORMATION

Please contact the reception at 707 for any information you may need.

INTERNET

All rooms are provided with WiFi connection.

User: Mirador_Guest. Password: mirador1

We do not guarantee the uninterrupted availability of the service.

You agree not to use this service for illegal purposes and to comply with all applicable laws and regulations.

IRONING

An iron and ironing board are available upon request at the 600.

L**LAUNDRY AND TAILORING SERVICE**

Kindly refer to the laundry list in your room's closet and contact the housekeeper at extension 600.

LIMOUSINE SERVICE

Our reception team may arrange a taxi or a limousine with chauffeur.

LOST & FOUND

Items which are found will be held by the housekeeping for safekeeping. Please dial 600.

M**MINI BAR**

Every suite and room is equipped with a minibar where beers and soft drinks are free of charge for the first consumption during your stay. Room service at 820 will be happy to fulfil your culinary delights.

N**NEWSPAPERS / MAGAZINES**

We offer the PressReader service, an online platform that gives you access to a wide selection of newspapers and magazines. Simply connect to the hotel Wi-Fi and scan the QR code available in public areas to access it.

For any print newspapers, please contact the reception at extension 707 with your preferences.

NON-SMOKING ROOMS

All our suites and rooms are non-smoking. In case of smoking in one of our suites or rooms, a cleaning fee of CHF 500.- is automatically charged to your account.

P

PARKING

Outdoor parking is available and free of charge. The indoor parking is at your disposal for CHF 25.-/night. The hotel provides 3 e-charging stations.

Le Mirador Resort & Spa declines all responsibility for theft or damage to your vehicle or its contents.

PETS

Pets are welcome at le Mirador Resort & Spa, except at Le Mirador Spa by Alpeor and at the gastronomic restaurant Le Trianon. Please announce your pets during your reservation. (A fee of CHF 35.- per stay applies.) A basket and a bowl are available on demand.

PHOTOCOPIES

Photocopies can be made for you at our reception.

R

RESTAURANTS – LE PATIO & LE MIRADOR LOUNGE

The restaurant Le Patio is open:

- From Friday to Sunday from 12:00 PM to 2:00 PM and from 7:00 PM to 9:00 PM.
- From Monday to Thursday from 7:00 PM to 9:00 PM.

Please contact reception at extension 707 or the concierge at extension 706 to make a reservation. (Please note that tables will be automatically released after 15 minutes.)

The Mirador Lounge is open daily from 10:00 AM to 11:00 PM for drinks and from 12:00 PM to 10:30 PM for dining.

ROOM KEY CARD

For your security, our hotel is equipped with an electronic type of locks. Your key cards operate without direct contact and simply need to be held at the sensor next to your room door to open it.

ROOM RESERVATIONS

We would be delighted to take your reservation for your next stay at Le Mirador Resort & Spa at the reception or by contacting our reservation agents at reservations@mirador.ch or by dialling 704.

S

SAFETY MEASURES

We take our duty of care to our staff and guests very seriously. We are instructing all our staff to continue with the strict implementation of our stringent internal hygiene measures. For more information, please visit: <https://www.mirador.ch/en/page/health-security>

SHOESHINE

Please contact our housekeeping team at 600 if you wish to have your shoes shined. You will also find a sponge for cleaning and shoeshine in your closet.

SPA BY ALPEOR

Our Mirador Spa by Alpeor as well as the Pool area, the Fitness Centre and the hairdresser are located on the 4th floor in the modern building. On 18'800 sqft the spa offers you a wide range of massages, body treatments, sauna, hammam, Jacuzzi or sunbathing on the panoramic terrace while enjoying breath-taking views over Lake Geneva and the Alps. Our Mirador Health Club welcomes you for a personal workout or Circuit training. The installations are open everyday from 6:30am until 10pm, and the Spa reception from 10am until 7pm. Children may use the pool from 9:00 AM to 11:00 AM and from 2:00 PM to 6:00 PM. Access to the jacuzzi, sauna, and hammam is prohibited for children under 16 years of age. You may reach the Spa at 770 for an appointment for treatments. (The Spa menu is available in your room).



SPECIAL PILLOWS & DUVETS

A good night's sleep is essential for your health and wellbeing. We offer a selection of high-quality pillows for your personal comfort.

- Ergonomic pillow: This cushion offers an optimal pressure distribution and gentle supporting of the head, neck, and shoulders. It has a double cotton cover and is allergen free.
- Bolster pillow: It supports the cervical spine and relieves headaches.
- Anti-Allergic Pillow: Special pillow for clients with allergies or asthma concerns.
- Comfort cushion trio: Upside and bottom side filled with duck down and feathers, middle part filled with duck feathers.
- Spelt pillow: The cotton pillow is filled with spelt husks. It retains warmth and is beneficial in the prevention of stiff necks and other muscle related tensions.

STAMPS

You will find stationery items in your desk drawer. For stamps or any additional supplies, please contact the reception at extension 707.

SUN BLINDS

When the weather is windy the sun blinds will roll back automatically. Should you stay in the historical building, please operate them manually (buttons provided next to the window).

STOOL

Our housekeeping team at 600 can bring a stool to your room if needed.

T

TAXI / TRANSFERT

Our concierge at 706 or 780 will be happy to arrange a taxi or transfer. This is subject to availability. We recommend enjoying a transfer in an electric car. Please make your reservation well in advance, and take our location into account.

TECHNICAL PROBLEM

If you encounter a technical issue in your room, please inform the housekeeper at extension 600 or the reception at extension 707. We will address the matter as quickly as possible.

**WAKE UP CALL**

Please contact our reception team at 707 for your wake up call.