

BALM

Important facts

Breakfast	We serve Breakfast daily from 07.30 am until 10.00 am.
Opening hours reception & hotel bar	Monday & Tuesday 6.30 am to 10.00 pm Wednesday to Sunday 6.30 am to midnight
Days off	Our restaurant La Pistache & the Bistro are closed on Mondays & Tuesdays.
La Pistache	Our gourmet restaurant with sophisticated à la carte service in informal atmosphere. We accept orders from: 11.30 am to 1.30 pm & 6 pm to 9.30 pm (Sundays to 8.30 pm)
Bistro	Cosy & family atmosphere in the snuggery Bistro, for simple lunches & dinners, an aperitif or coffee & dessert. We gladly accept orders from: 11.30 am to 10.00 pm (Sundays to 8.30 pm).
Wi-Fi & Internet	Wi-Fi is available throughout the hotel. You get the password at the reception.
Parking spaces	Parking is available in front of the hotel. We can provide you covered parking space for CHF 15.00 per car & night.
Bus connection	Bus no. 24 to Lucerne & back runs during the day every 15 minutes - Monday to Saturday, every 30 minutes on Sundays. Time tables are available at the reception.
Guest Card	With the guest card, which you receive by e-mail or at the reception, you can use the bus to Lucerne & in zone 10 for free. You also get various discounts at the museums, boat trips and mountain railways. In addition, you have free Wi-Fi in the city of Lucerne.
Adapter & chargers	Adapters & chargers can be borrowed from the reception desk.
Hygiene articles	At the reception you can buy toothbrushes, toothpaste, sewing kit, razors & shaving cream.
Safe	The key to the safe in your room is available at the reception desk.
Pool	You will find the pool house rules on a separate paper.
Kettle	There are no kettles in the room but we can lend you a thermos flask with hot water at the reception.
Tap water	The tap water in the hotel rooms is drinking water.



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Additional pillow & extra blanket

Upon request, we will bring you an extra pillow or an extra blanket. In addition, it is possible to move the head part of the mattresses higher.

Towels

If you would like to have your towels changed, please put them on the floor.

Bed linen

We can change your bed lines daily for you, if requested.

Room service

For room service please dial 43. Price: CHF 4.00 per person & per order. (Drinks only)

Laundry

If you deliver your laundry before 9:00 am, you will receive it back within 9 hours. The price list & a garment bag can be found in the Wardrobe.

Ironing service

You can pass your laundry for ironing to us. You will receive your clothes back within an hour during the day. (Price after effort)
If you want to iron your clothes by yourself, please inform the reception.

Emergency exits

The emergency exits are marked on a plan on your room door.

Children's playground

In the garden park next to the hotel you will find a playground including a small zoo.

Departure

Please leave the room by 11.00 am on the day of departure.

Express Check-out

Need to leave early on the day of your departure? On request, we offer you express check out. For this we need your credit card number with expiration date & your agreement.

Luggage

If you would like help carrying your luggage, please contact us on the phone number 43.

For further information please contact the reception. We are happy to assist you in planning excursions, give you tips for the city of Lucerne & the surrounding area.



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Pool

Opening hours pool area - daily from 9.30 a.m. to 7.30 p.m.
The pool is a quiet area.

Towels for the pool

We are happy to provide you with towels during your stay with us.
Please ask at the reception desk.

The towels are property of Hotel Balm. If you'd like to buy them: CHF 50.00/pc.
You are allowed to use your own towels.

Pool - house rules

Using the pool is at your own risk.
Toilets, shower and changing room are available in the garden.
Clothes are compulsory in the hotel and restaurant.
Showering before bathing is obligatory.
Jumping into the pool is prohibited.
Children under 12 years of age must be accompanied by an adult.
Animals are not allowed in the pool area.
No food is allowed in the pool area or in the water.
Drinks are available at the bar. We use nice plastic glasses for safety reasons.
Slippers are available at the reception desk.

We wish you a pleasant and relaxing stay at the Hotel Balm in Meggen.

