



Welcome to Melchtal Resort

Our reception is not always occupied. If you have any questions or problems, please contact us at the Steakhouse or in urgent cases via phone no. +41 76 206 20 20.

Service Guide from A-Z

A

Adapter

We have international plug adapters at the reception, please contact us.

Allergy sufferers

Please let us know if you have any allergies or food intolerances.

In all our rooms we have bed linen for allergy sufferers. With food intolerance knows our cook. He is creative and has certainly tasty alternative.

B

Baby crib

We are happy to provide free of charge

Bathrobe

If you need a bathrobe, please let us know, we will be happy to provide you with one.

Bed linen change

We are happy to change the bed linen on request.

Bike room

Your bike can be safely locked in our bike room. If the battery is empty, you can also charge it.

Breakfast

08:00am - 10:00am

We offer you a breakfast from 08:00 - 10:00 o'clock in the Steakhouse zum Roten Stier. On request, breakfast can be served earlier or later.

C

Check-in

Is possible from 15.00h to 17.00h. On request, depending on availability, earlier or later possible.

Check-out

Is from 09.00am - 11.00am. We understand if it takes a little longer, but please ask briefly. Then we see what is feasible.

Children area Roylinoclub

The children's area Roylinoclub is available free of charge for guests in the house. Parents are responsible for their children.

Cleaning

Our apartments are not cleaned daily and towels are not changed. If you stay at least 5 nights, cleaning is included in the price. Let us know at the reception when you would like to have your room cleaned.

Coffee machine

There is a Nespresso coffee machine in the apartment. The first capsule is free of charge.

(capsules can be bought in the Steakhouse).

Comforter

Too cold? No one has to freeze in our house. We have thicker blankets in the house. Please contact the reception and we will exchange the blanket.

Conference, meeting

We have different rooms with individual equipment, we will be glad to advise you.

Credit cards

We accept all major credit cards.

D

Doctor, hospital

Medical emergency service Obwalden

+41 41 660 33 77

Hospital Sarnen

+41 41 666 44 22

Drinks and food service

You are welcome to ask at the reception or in the steakhouse.

E

E-mail

Our e-mail address is: info@melchtal-resort.ch

Emergency

We have listed some emergency numbers for you.

Piste rescue +41 41 669 70 90

Ambulance 144

Police 117

Fire department 118

Rega 1414

Emergency exits and escape routes

All important information is on the information sheet on the room door. The assembly point is located on the outside parking lot (at the Rote Stier).

Environmental protection

Is written BIG with us. Refillable soap dispensers, shower gel, variable towel change and much more is very important to us.

Excursions

We have a lot of insider tips in store. Just contact the reception. Then we will be happy to respond to your wishes and make recommendations.

Express check-out

You want to leave first thing in the morning? No problem. Leave your key in the room and just leave without long waiting.

F

Fire

All important information can be found on the information sheet on the door of your room. The assembly point is on the outside parking lot (at the Rote Stier).

Fitness area

08:00a.m. - 11:00p.m.

The fitness area consists of an endurance and a weight room and is available for our vacation guests free of charge.

H

Hair dryer

Is installed in all rooms.

Homepage

You can find our homepage at www.melchtal-resort.ch

Hygiene articles

We are happy to help you, just ask at the reception.

I

Indoor swimming pool

10:00a.m. - 08:00pm

Parents are responsible for their children. The entrance for our vacation guests is free of charge.

On request and according to possibilities we can open the pool earlier.

Consumption of food is prohibited in the indoor pool area.

We would like to point out that the facilities are not supervised by an attendant. Their use is therefore at your own risk. Children must be supervised by their parents or guardians. Running in the wet area and jumping into the pool is prohibited.

Information

We are happy to help you, just ask at the reception.

Iron. Ironing board

We have on site. Just ask at the reception. Then we bring everything to your room, or you give us your laundry and use our laundry and ironing service. We will be happy to help you at the reception.

L

Laundry service

We have on site. Just ask at the reception. You give us your laundry and use our laundry and ironing service. We will be happy to help you at the reception.

Lion Hall

We have different rooms with individual equipment, we will be happy to advise you.

Lost property

Lost or found something? Please hand it in at the reception or ask for it.

Luggage service

We are of course happy to help with luggage transport.

Luggage storage

We are happy to keep an eye on your luggage and store it with us until your return.

N

Ninja Course

There is a fee for the Ninja Parcours. Please register at the Steakhouse/Reception.

P

Parking

Our parking spaces in the parking garage and in the open are at your disposal free of charge.

Pets

Pets are not allowed in the apartments.

Pharmacy

TopPharm Löwen Apotheke, Sarnen you will find 15min and Drogerie Kerns AG 10min away from the hotel.

We also have a small emergency pharmacy at the reception or in the steakhouse.

Photocopies

At the reception - CHF 0.40 per copy

Pillow

If a pillow fight is planned, we will gladly bring more pillows to the room. In this case you are personally liable for any damage.

If the pillow does not meet your requirements, we also have the following on offer:

- 3-chamber luxury pillow made of down feather of the (in two different sizes 50 x 70 / 65 x 100)
- Neck support pillow
- Pure new wool pillows

Problem

Unfortunately they happen everywhere. If we hear about it right away we can try to solve the problem. We are flexible and have always found a solution.

R

Radio

Several radio programs are programmed into the room television set

Restaurant

Opening hours:

Monday closed

Tuesday closed

Wednesday

02:00p.m. - 11:00p.m.

Thursday

09:00a.m. - 11:00p.m.

Friday

09:00a.m. - 11:00p.m.

Saturday

09:00a.m. - 11:00p.m.

Sunday

09:00a.m. - 07:00p.m.

Hot kitchen

11:30a.m. - 02:00p.m.

05:30p.m. - 09:00p.m.

Room breakfast

You are welcome to ask at the reception or in the steakhouse.

Room service

You are welcome to contact the reception or the steakhouse.

S

Safe

There is a safe in the room closet. The secret numbers can be determined by yourself, instructions are available.

Sauna

02:00p.m. - 08:00p.m.

The sauna area is open daily and free of charge for our vacation guests. (Depending on the weather, the opening hours may vary) Register briefly at the reception/steakhouse. The entrance to the sauna is allowed from 16 years.

The sauna area is a textile-free zone.

On request and according to possibilities we can open the pool earlier.

Respect and silence are required in these areas.

Sewing service

Needle and thread can be found in the room

Shoe shine service

We are happy to offer a shoe shine service, please ask at the reception.

Shopping possibility

MO – SA 07:30a.m. - 11:00a.m.

There is a village store a few steps up the village.

You are welcome to ask at the Steakhouse if you are short of groceries.

Shuttle Service

If you don't want to drive yourself, we will be happy to pick you up or take you with our shuttle service.

Slippers

On request we will bring a pair of slippers to your room.

Smoking

Smoking is not allowed in the apartments. You are welcome to smoke on the balcony, cigar lounge or in front of the building.

Stamps

Are available at the reception

T

Telephone

If you would like to make an external telephone call, you can contact reception. We can lend you a cell phone for an internal call.

To the stable

We have different rooms with individual equipment, we will be happy to advise you.

Train, Bus

The bus stop direction Sarnen or direction Stöckalp is directly in front of the hotel.

TV / Internet

Internet and TV are available free of charge.

U

Umbrella

You can borrow umbrellas at the reception.

V

ValoArena

10:00a.m. - 11:00p.m.

Game is operated with tokens. These can be obtained from the vending machine at the ValoArena.

Voucher

Our vouchers can be issued individually.

W

Wellness

In addition to the indoor pool and saunas, we also offer a private spa with whirlpool tub, Finnish sauna, rain shower and beer bath.

This can be booked at the reception.

Wine and Cigar Lounge

Let's celebrate life, whether it's ending the day comfortably, enjoying a fine aperitif or a cigar. In our wine and cigar lounge you will find a wide selection.

WLAN

You are welcome to register in our MR-Guest WLAN.

Under Register you can log in with your e-mail address or phone number.

We wish you a wonderful stay at Melchtal Resort