GUEST A – Z

A

ADAPTERS

The local mains voltage consists of 220/240 volts at 50 Hertz.On request, we can provide adapters for power sockets (reception at housekeeping).

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
E-mail: info@mirador.ch
Web site: www.mirador.ch

AIR CONDITIONING

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.

AIRPORTS

Zurich ZRH	approx. 3 hours' drive/ 210 km
Geneva GVA	approx. 1 hour drive/ 85 km
Basel BSL	approx. 2.5 hours' drive/ 185 km
Milano MXP	approx. 4 hours' drive/ 310 km
Sion SIR	approx. 1.5 hour drive/ 80 km

AIRPORT & TRAIN STATION TRANSPORTATION

You can find ticket prices and timetables ..https://www.sbb.ch/en/timetable.html
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).

ASHTRAY

Our suites and rooms are not provided with ashtray as we are a non-smoking hotel. Please contact housekeeping (600) should you need one for your terrace.

B

BABY COT

Baby cots are available free of charge through housekeeping.

BABYSITTER

Please contact our Concierge in order to arrange for a babysitter.
(Request 3 days in advance for booking: concierge@mirador.ch or at 706)

BAGGAGE SERVICE OR BAGGAGE STORAGE

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

BANKING SERVICE & ATM

The nearest ATM is in Chardonne about 5 minutes driving from the hotel, the next bank is in Chexbres, about 12 minutes driving. Further banks are in the center of Vevey. To exchange foreign currency, you may also 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

BLANKETS

Additional down, woolen, and allergy-free blankets may be provided by our housekeeping upon request.

BILLIARD

A Billiard room is available in the historical building (ground floor).

BOTTLE OPENERS

A bottle opener can be found nearby the mini bar.

BREAKFAST

A sumptuous buffet and à la carte breakfast is served in the Patio restaurant from 7 am to 11 am (last order at 10.30 am). You may also call room service at 820 to place your order.

C

CABLE FOR MOBILE PHONES

Please contact our housekeeping team at 600 if you need a cable for recharging your mobile phone.

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 0 floor please dial 3 plus the room number (e.g. dial 342 to reach room 042).

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.

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.

CREDIT CARDS

The hotel accepts the following credit cards: American Express, Diners Club, MasterCard, Visa and JCB. We do not accept Postcard.
We recommend paying contactless/TWINT.

D

DOCTOR & DENTIST

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

DO NOT DISTURB

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

E

ELECTRICITY

The local mains voltage consists of 220/240 volts at 50 Hertz. On request, we provide adapters for power sockets (please call reception at 707.)

EMERGENCY

In case of an emergency, please call reception at 707.
Ambulance 144.
Fire 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 and relax the location.
The smoke detectors in your bedroom are extremely sensitive and can be set off by cigar smoke and burning joss stickers.
Please pay attention to the instructions in your room and at the emergency exits, which are marked with green signage.

ENVIRONMENT

We aim to protect our environment and you are invited 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.
All Nespresso® capsules placed in the room are recyclable.

EXCURSION & CONCIERGE SERVICE

Please contact the Concierge at 706 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.

FIRST AID

For any first aid please contact the reception 707. The hotel also provides a defibrillator at the reception.

FITNESS

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

G

GIVENCHY SPA

Our Givenchy Spa 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 Givenchy 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 Seven Heaven Health Club welcomes you for a personal workout or Circuit training.

The installations are open from 6:30am until 10pm, the Spa reception from 10am until 7:30pm. You may reach the Spa at 770 for an appointment for treatments. The Spa menu is included in your room.

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.

Three tennis courts are located outside the Mirador Resort & Spa during the summer months. It is possible to book lessons in advance or to privatize the tennis courts at the Club & Spa reception desk on +41 21 925 17 71 or via spa@mirador.ch

H

HAIR DRYER

The hair dryer is in the drawer under the washbasin in the bathroom.

HOUSEKEEPING

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

I

ICE CUBES

Room service at 820 will be delighted to bring you ice cubes or crushed ice.

INFORMATION

Please contact the reception at 707 for any information you require.

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 al applicable laws and regulations.

IRONING

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

L

LE MIRADOR HEALTH CENTER

For more information regarding the variety of programmes by Le Mirador Health center: T: +41 21 925 15 00, F: +41 21 925 16 62, E: medical@mirador.ch

LIMOUSINE SERVICE

Our Concierge at 706 may arrange a taxi or a limousine with chauffeur.

LOST & FOUND

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

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 (refill possible for a supplement of CHF 3.- per soft drink/beer). Room service at 820 will be happy to fulfil culinary delights.

NEWSPAPERS / MAGAZINES

Press Reader application is available to access a wide selection of newspapers and magazines free of charge. Please contact the reception if you wish to order a specific newspaper.

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 250.- 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.

The Mirador Resort & Spa declines any responsibility for theft or damages to vehicles or their contents.

PETS

Pets are welcome at le Mirador.
Please announce your pets during your reservation. A fee of CHF 35.- per stay applies.
Any amenities can be obtained from the housekeeping.

PHOTOCOPIES

Photocopies can be made for you at our reception, or by using the Business Centre located on the 3rd floor of the modern building.

R RESTAURANTS – HINATA, LE PATIO & LE BAR

HINATA Japanese Restaurant is open:

- **Monday to Tuesday** from 12:00pm to 3:00pm (last order at 1:30pm) for lunch and from 7:00pm to 11:00pm (last order at 9:00pm) for dinner.
- **Friday to Sunday** from 12:00pm to 3:00pm (last order at 2:00pm) for lunch and from 7:00pm to 11:00pm (last order at 9:30pm and 9:00pm on Sundays) for dinner.
- HINATA is closed on Wednesdays and Thursdays.

The international restaurant **Le Patio** (14 points in Gault & Millau) is open

- **Wednesday to Thursday** from 12:00pm to 3:00pm (last order at 1:30pm) for lunch and from 7:00pm to 11:00pm (last order at 9:00pm) for dinner.
- **Friday to Sunday** from 12:00pm to 3:00pm (last order at 2:00pm) for lunch and from 7:00pm to 11:00pm (last order at 9:30pm and 9:00pm on Sunday) for dinner.
- The Patio is closed on Mondays and Tuesdays.

Please contact the front desk at 707 or the concierge at 706 for reservations.
(Please note that after 15 minutes your table will be automatically released)

Bar Lounge & Terrace: open daily

- **Monday to Thursday** from 11:00am to 11:00pm (last order at 10:30pm).
- **Friday to Saturday** from 11:00am to 11:30pm (last order at 11:00pm).
- **Sunday** from 11:00 am to 11:00 pm (last order at 10:30pm).

The kitchen is open from 12:00pm to 10:30pm.
(no reservation possible)

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 SERVICE

The room service menu is reduced between the opening hours on Wednesday and Thursday (12:00pm - 2:00pm and 6:00pm – 10:30pm).
Kindly contact Room Service at 820 for the details of the reduced menu.

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.

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/node/463

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.

STAMPS

Please find stationary in the desk drawer.
For stamps or additional material please contact the reception.

SPECIAL PILLOWS & DUVETS

A good night's sleep is the best thing you can give to yourself and your health.
We offer a selection of high-quality pillows for your personal comfort.

- Neck support 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.
- Neck roll: 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.

SUN STORES

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

STOOL

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

T

TAXIS/TRANSFER

Taxis and transfer can be ordered according to availability through the Concierge at 706. Please kindly take into account our location and make your reservation in advance.

TECHINCAL PROBLEMS

Should you encounter a technical problem in your room, please contact the Housekeeping at 600 or reception at 707. We will promptly intervene.

TELEPHONE

Our reception gladly provides you with national and international prefixes.
Every suite and room is equipped with a telephone.
You may receive outside calls directly with your telephone.
Please find below the main service numbers:

707	Reception / Emergency	813	Bar Lounge & Terrace
600	Laundry & Housekeeping	770	Spa Givenchy
820	Room Service	640	Fitness
706	Concierge	648	Hair Spa
807	Le Patio	730	HINATA

TELEVISION

Please find below a quick user guide for the remote control.
Please point the remote control in direction of the box underneath the TV.

LE MIRADOR
RESORT & SPA

GUIDE D'UTILISATION | USER GUIDE

1 Pour allumer la TV, sélectionnez A puis B
(C doit apparaître en vert)

To turn on the TV, select A then B
(C must appear in green)

2 Pour allumer la Box, sélectionnez A puis B
(C doit apparaître en rouge)

To turn on the Box, select A and B
(C must appear in red)

3 Sélectionnez la chaîne souhaitée (C/Box doit apparaître en rouge)

Select the requested channel
(C must appear in red)

Pour tout complément d'information, merci d'appeler le 600.
For any further information, please call 600.

LE MIRADOR
RESORT & SPA

VOTRE GUIDE TV | YOUR TV GUIDE

Français	N°
Eurosport CH	67
RTS un HD	90
RTS deux HD	91
TFI Suisse HD	92
France 2HD	93
France 3	94
M6 Suisse HD	98
BFM TV	102

Deutsch	N°
SFR I HD	2
Das Erste HD	4
ZDF HD	5
Sat.I CH HD	6
ProSieben CH HD	7
RTL HD CH	8
VOX HD CH	13
Disney Channel	59

English	N°
BBC One HD	143
BBC World	147
ITV HD	148
CNN International	158
Sky News International	160
Al Jazeera English	163

Other Languages	N°
Rai I HD	121
Rai Due	122
Canale 5 HD	131
Canal 24	168
RTR Planeta	176
CCTV4	193
Phoenix CNE	194

WAKE-UP CALL

Please contact the reception to arrange your wake-up call.