



*Grandhotel Giessbach*

BRIENZ

## **GUEST INFORMATION**

Welcome to the Grandhotel

We are happy to help and advise you at any time,  
to make your stay even more unique and unforgettable ...

Your Giessbach Team



## **A**ADAPTER

Our power outlets provide 220 volts AC in all rooms and bathrooms. Adapters are available to borrow at reception. Please return them when you check out.

Our adapters do not convert the voltage. There is a deposit of CHF 20.00 per adapter.

## **A**LLERGIES

Please inform us about allergies or intolerances at the reception or directly in the restaurant.

## **B**AR

Our cosy lounge-style bar is situated opposite the reception, with sofas around the fireplace. Our pianist is playing for you in the evening.



## **B**ATHROBE

Some rooms offer a bathrobe, which you will find in your closet. If you require a bathrobe, please inform the reception.

## **B**ILLARDS

You will find our antique billiard table in the Giron Salon on the Bel Etage. Balls are available at the reception desk. Children may only play when accompanied by an adult.

## **B**REAKFAST

The breakfast buffet is served daily from 7:30 a.m. to 11.00 a.m. in the Salon Belle Epoque.

## **B**EDS

Elite has known the recipe for a good night's sleep for 125 years. In our rooms you enjoy the highest sleeping comfort - Made in Switzerland. The production of the mattresses is certified according to the European Ecolabel - EU Ecolabel. This approach is in line with our concept of



sustainable development. Each mattress is tailor-made and meets the highest quality standards. Feel free to enquire at our reception about purchasing your Elite mattress for home.

Do you need a hypoallergenic cover? Or do you prefer twin beds or a woollen blanket? Please let us know (by pressing ① on the phone).

In addition, we can offer you a

- bolsters (down, 15 cm diameter)
- tempur/elsa pillows (synthetic, flat pillow, which supports your head perfectly)
- pillows 60 x 90 cm (synthetic)
- pillows 60 x 90 cm (down)

Our mattresses are regularly cleaned and disinfected using the renowned “POTEMA” purification process. Pillows and blankets are washed regularly.

## **B**OTIQUE

A wide range of souvenirs can be purchased at the reception. See the display case next to the reception.



## **C**HECK-OUT

We kindly ask you to leave your room by 11.00 a.m. on the day of your departure.

## **D**RESSCODE

We would like to ask you, also for security reasons, not to be barefoot in our restaurants. In the evening we will be happy to greet you in appropriate clothing (no shorts, no flip-flops) in our Parkrestaurant "Les Cascades" and in the restaurant «Elisa - Bistro & Terrasse».

## **D**OCTOR

If you need a doctor, please let the reception know (press ① on the phone). We will call one for you right away.



## **D**O NOT DISTURB

There are a green and a red cord hanging on your doorknob. Please hang the red one outside for saying “Do not disturb” and nobody will come in. The green one says “The room is free and can be cleaned.”.

## **D**RONES

Flying with drones is not permitted in the entire Giessbach Nature Park, including the hotel facilities. Exceptional permits are issued exclusively by the hotel management. You find further information at [www.drohnenverband.ch](http://www.drohnenverband.ch)

## **E**XCURSIONS

We provide detailed information and brochures at the reception.



## **E**MERGENCY

Our hotel is equipped with a modern automatic fire alarm system. In case of an emergency, you will hear the alarm horn and you will be asked by telephone to leave the room. Please consider the escape plan on your door.

**ALERT** (also neighbouring rooms)

Press "SOS" on your room telephone. Activate the hand alarm in the hallway. Close doors and windows to avoid draft.

**RESCUE**

Use the marked escape ways. Head to the gathering point on the parking lot and identify yourself to the person in the yellow vest.

**EXTINGUISH**

Make use of fire extinguishers and water hoses around you.



## **F**LOWER BOUQUETS

You are looking for a beautiful bouquet for a special occasion? Please contact us at the reception for rates and further information.

## **F**UNICULAR & BOAT LANDING

You can easily get to the Grandhotel from the boat pier thanks to Europe's oldest funicular (built in 1879). The funicular operates in connection with the boats. Timetables are available at reception.

In recent years, the foundation "Giessbach for the Swiss People" invested CHF 1.2 million in maintenance, new technologies and safety features for this unique piece of history. For our hotel guests, the use of the funicular is free of charge during their stay. Please present the ticket you have received upon arrival to the funicular staff.



## GIESSBACH NOSTALGIC-PASS

If you have booked your stay directly with us (hotel website, telephone or email) you will automatically enjoy our Giessbach Nostalgic Pass. This is valid for the entire duration of your stay. It includes the following during the **summer season** (April to October):

- Unlimited shipping on Lake Brienz
- Unlimited free admission to the Ballenberg open-air museum
- Free rides up the Brienzer Rothorn (*Seat reservations are strongly recommended*)
- Unlimited free rides on our Giessbach funicular

During the winter season (November to April), it includes the following:

- A visit to the School of Woodcarving in Brienz
- Free admission to the Trauffer Experience World
- One free ride per person on the Windegg chairlift on the Axalp



## **G**IESSBACH FOUNDATION

The Giessbach Foundation has been committed since 1983 to preserving and carefully maintaining the historic Grandhotel Giessbach as well as the unique natural and cultural landscape on Lake Brienz. Thanks to its dedication, Giessbach remains a special place where history, nature and

Support the Giessbach Foundation with your donation today.  
With your help, we can preserve the beauty of Giessbach and protect it for future generations.

## **H**OTELBUS

Schedule from Brienz station to the hotel

### **April to October**

Monday to Sunday: 9:40 AM, 2:40 PM, 4:40 PM

6:45 PM (operated by Alpenbus Taxi)

### **November to March**

Wednesday: 2:40 PM and 4:40 PM

Thursday to Saturday: 9:40 AM, 11:40 AM, 2:40 PM, and 4:40 PM



### Schedule from the hotel to Brienz station

#### **April to October**

Monday to Sunday: 9:00 AM, 2:00 PM, and 4:00 PM

#### **November to March**

Wednesday: 2:00 PM and 4:00 PM

Thursday to Saturday: 9:00 AM, 11:15 AM, 2:00 PM, and 4:00 PM

Sunday: 9:00 AM, 10:50 AM, and 11:15 AM

## **H**YGIENE AMENITIES

Some daily essentials such as toothbrushes, shampoo or razors can be obtained free of charge at reception.

## **I**NTERNET / WIFI

A wireless connection is available throughout the hotel at no extra charge.



Network: Hotel Guest  
Password: G13ssbach!

## **L**AUNDRY

A laundry bag and a price list are located in your closet.

## **L**UNCHBOX

Packed lunches can be put together for you individually. You can choose between different sandwiches, fruits and something sweet. Please order this at the reception no later than 9 p.m. the day before.

## **M**AIL

... is delivered around 11.00 a.m. to the hotel.



## **N**NATURE PARK

The Giessbach Domain is located in a cantonal and federal protected area. We therefore ask you to observe the following tips and rules to protect the flora and fauna and out of respect for all guests in the Giessbach Nature Park and Grandhotel:

- Not to litter in the grounds (littering)
- Do not take any plants or animals out of the park
- Not to light fires outside the barbecue areas
- Keep dogs on a leash and pick up their droppings
- Not to stay overnight in the park (tent, bivouac, camper van)
- Not to leave the paths



## **P**ARKING

As a hotel guest, you can park your car directly in the lower hotel car park or in the gravel car park next to the Kurhaus. The parking fee per night is CHF 15.00.

On the lower parking we kindly ask you to park as close as possible to the next car. The fire brigade rescue line must always remain clear to ensure access to the hotel at all times.

**It is obligatory to leave your car key at the reception so that it is possible to re-park, especially in case of emergency.**

## **P**ETS

We welcome your pets on our terraces and in the hotel rooms. During the breakfast and the evening restaurant visit, please entrust your four-legged companion to our reception team or let him rest in your room.



## **R**ADIO & **T**V

The TV set in your hotel room also has radio reception.

If you press on «CH LIST» on the remote control, you will find a detailed station list.

## **R**EFRESHING CORNER

Instead of a minibar in your room, we offer you tea, coffee and soft drinks free of charge at our Maxi-Bar on the 3<sup>rd</sup> floor. Please help yourself!

## **R**ESTAURANTS

**Parkrestaurant «Les Cascades»**

In the restaurant on the waterfall side, our chef Lukas Stalder and his brigade devote themselves to classic French cuisine. The offer is lovingly supplemented with specialties from Switzerland and the Mediterranean region. We take care of people, animals and the environment as much as possible when it comes to purchasing and origin.



### **Restaurant «Elisa - Bistro & Terrasse»**

Our commitment to high-quality products from our own garden, regional producers, fresh fish from Lake Brienz, veal from the neighboring farm, and Swiss wines is our cornerstone. These principles, along with our dedication to culinary craftsmanship, are a matter of course for us and the result of consistently following the path we have taken in recent years. We now convey this commitment to our guests in the cozy and relaxed ambiance of "Elisa - Bistro & Terrace." The head chef is Laura Galloni.

### **Kehrli terrace**

The "Kehrli Terrace" is our new partially served lunch restaurant at the Grandhotel Giessbach.

It invites you to have lunch on the large park terrace. We will spoil you with summery and traditional dishes from our Giessbach kitchen. You can order and pay for your drinks and food directly at the counter and take your chosen drinks, cakes and ice cream directly to your table. All other dishes will still be served comfortably at your table.

The current opening hours can be found on our website.



## **S**AFE

You will find a safe and the instructions in your closet. Possessions of high value can also be deposited in the safe at reception.

## **S**LIPPERS

If you require slippers, please inform the reception.

## **S**HOE POLISHING MACHINE

A shoe polishing machine is located on every floor, in the stairwell, and in the corridor.

## **S**WIMMING POOL

An all-natural swimming pool is located above the hotel. The organic pool is treated without any chemical products such as chlorine. With the BioNova process, the water is filtered and cleaned in



the regeneration zone. Pool towels are available at the reception. For a bathrobe, please contact the reception.

## **T**IMETALBES

... for buses, ships and the funicular railway are available at the reception.

## **T**ELEPHONE

Please press the following buttons for

- Reception
- You have received a new message when the red light is shining.
- SOS Emergency

## **T**ICKS

Our nature park offers manifold facets and impressive beauty. Unfortunately, there are also a few unpopular "creatures" living out in the wilderness. As in the whole of Switzerland, ticks can be



found in the Giessbach. Please check yourself and your dog for these unwelcome arachnids after a walk through the nature park.

## **U**MBRELLAS

We are happy to lend you one of our umbrellas at the reception if needed, against a deposit of CHF 25.

## **W**AKE UP CALL

Please communicate your desired wake-up time to the reception.



## **O**UR CONTRIBUTION TO THE ENVIRONMENT

Giessbach is one of those places where every resident and guest becomes comprehensively aware within a short time of how precious and beautiful our nature is and how valuable its preservation is. Protecting and preserving our fragile ecosystem in a sustainable way is one of our most important tasks. We are committed to living up to this important responsibility and to moving in harmony with nature as far as possible.

Examples in and around the Grandhotel Giessbach:

- We buy most of our produce as local as possible and have maintained fair partnerships with many partners and suppliers in the Bernese Oberland for decades.

Most of our milk and cheese products come from Molki Meiringen. Our alpine cheese comes from the Abegglen family in Iseltwald, who spend the summer on the Bättenalp above Giessbach.

We work exclusively with Swiss meat, fish, and poultry (except for anchovy fillets and a small proportion of game meat in autumn).

We source our meat mainly from the Blaue Kuh butcher's shop (Matten) and from local producers:



- Veal from our neighbor Schild
  - Venison from Brienz (subject to availability)
  - Turkeys from the Thöni family, from their organic farm in Stägmatte (Brienz)
  - pork sourced from the Gantrisch area
  - Lamb from Gürbetal
  - Fish from Lake Brienz, caught by our fisherman Beat Abegglen
  - Farmed fish from aquaculture in Ringgenberg, Rubigen & Buswil (Emmental)
  - Free-range eggs come from Simon Zumbrunn's farm in Unterbach.
  - Bread is either homemade or sourced from the Steininger bakery in Brienz.
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- In our historically vegetable gardens from 1897, our own vegetables for the restaurant "Elisa" and our Parkrestaurant "Les Cascades" have been growing again since 2019.
  - The herb garden at the old nursery from the 1940s provides us with practically all the herbs we need for our kitchens throughout the Grandhotel.
  - Since 2019, we have also been producing our own honey in addition to our own vegetables. The first harvest provided us with an incredible 330 kilograms of Giessbach honey from the "Paradiesli" and "Gemüsegarten" locations.
  - When it comes to wine, we focus exclusively on European provinces, and the water comes from our own spring.



- Our organic natural swimming pool functions consistently according to the BioNova principle and thus without chemicals or other additives.
- We produce our own compost, recycling all garden waste
- We operate a self-contained biological treatment system for the toilets at the Giessbach landing stage.
- Our housekeeping department works exclusively with environmentally friendly cleaning products from Steinfels' Maya range.
- Our nature park is a unique habitat for diverse animal species. The dry stone walls and the dead wood provide a breeding ground and shelter for various small creatures that are important for the ecology. The large insect hotel at the nursery is also a home for rare insects.

In our daily routine we already try to pay attention to a lot of details. However, we certainly still have to learn and implement new insights. We are open to new ideas and are happy to receive your suggestions.