



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_{DAPTER}

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}

Open daily from 12.00 p.m. 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.



BREAKFAST

During summer season the breakfast buffet is served daily from 8.00 a.m. to 11.00 a.m. in the Salon Belle Epoque and during winter season in the park restaurant "Les Cascades".

BEDS

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 pillows (synthetic, flat pillow, which supports your head perfectly)
- pillows 60 x 90 cm (synthetic)
- pillows 60 x 90 cm (down)
- harder or softer pillow

Our mattresses are regularly cleaned and disinfected using the renowned "Marei" purification process. Pillows and blankets are washed regularly.

CHECK-OUT

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

DRESSCODE

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 «Le Tapis Rouge».



DOCTOR

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

DO 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.”.

DRONES

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

EXCURSIONS

We provide detailed information and brochures at the reception.



EMERGENCY

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.

FLOWER BOUQUETS

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



FUNICULAR & 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 starting from noon (*Seat reservations are necessary*)
- Unlimited free rides on our Giessbach funicular



HOTEL BUS

Giessbach parking lot	9.00	14.00	16.00	18.00 *
Brienz train station	9.10	14.10	16.10	18.10*
Brienz train station	9.40	14.40	16.40	18.40 *
Giessbach parking lot	9.50	14.50	16.50	18.50*

Hotel guests and children travel free of charge. The hotel bus only runs by reservation.

**April-October*



HYGIENE AMENITIES

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

INTERNET / WIFI

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

Network: Hotel Guest

Password: G13ssbach!

KIOSK

A wide range of souvenirs can be purchased at the reception.

See the display case next to the reception.



LAUNDRY

A laundry bag and a price list are located in your closet. You will get your laundry back cleaned by 7.00 p.m. the same day if you hand it in before 10.00 a.m.

LUNCHBOX

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.

MAXI BAR

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

MAIL

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



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



PARKING

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 10.00.

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.

PETS

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.

RADIO

The TV set in your hotel room also has radio reception. You will find a detailed station list right next to your TV set.



RESTAURANTS

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.

The current opening hours can be found under the following QR code:

RESTAURANTS

Restaurant Le Tapis Rouge

Le Tapis Rouge has been a pioneer in our country for many years in terms of care and attentiveness in the purchase and processing of all raw materials and ingredients in the kitchen. Animal welfare and a sustainable regional and local purchasing strategy remain one of the most important basic principles today and in the future.



Today, the Atelier restaurant offers delicious food for everyone. All dishes and ingredients are produced directly in the kitchen on site. The motto: "from garden to plate".

Even more intensively than in our Park Restaurant, our own vegetables, herbs, Giessbach honey and sustainably sourced veal from our own land, are lovingly transformed into high-quality dishes for you here.

The current opening hours can be found on our website.

SAFE

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

SLIPPERS

If you require slippers, please inform the reception.



SWIMMING 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. The towels are available in the poolside cabins. For a bathrobe, please contact the reception.

TIMETABLES

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

TELEPHONE

Please press the following buttons for

① Reception

✉ You have received a new message when the red light is shining.

SOS Emergency



TICKS

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.

UMBRELLAS

Can be borrowed at the reception.

WAKE UP CALL

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

OUR 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 regionally to a large extent and have maintained a fair partnership with many farms from the Bernese Oberland for decades.
Like us, our suppliers are constantly striving to improve sustainable and environmentally conscious production – such as farmer Samuel Schild from Engi, whose milk we serve at breakfast and whose cows graze all summer above the Giessbach. We buy alp cheese and mutschli from mountain farmers in the region or from Molki Meiringen. Furthermore, we are supplied almost exclusively with meat from our own butcher's shop, Blaue Kuh in Interlaken.

When it comes to fish and seafood, we pay close attention to the origin of particularly gentle and sustainable fishing.

- In our historically documented vegetable gardens from 1897, our own vegetables for the restaurant "Le Tapis Rouge" 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.
- Our organic natural swimming pool functions consistently according to the BioNova principle and thus without chemicals or other additives.
- We produce our own compost on which all garden and kitchen waste is recycled.
- We operate an autonomous bio-treatment plant for the toilets at the Schiffflände Giessbach.
- 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.