

Guest information

**Welcome to
Opera Hotel!**

OPERA
HOTEL

A

Adapter

There are 230 volt sockets in our rooms. International adapters are available at our reception for a purchase of CHF 20.

Airport

You can get to Zurich airport either by public transport or taxi. We can issue you with a valid public transport ticket at reception. We will also be happy to organize a taxi for you on request.

Air conditioning

All our rooms have air conditioning.

Assembly point

In case of fire, please leave the hotel according to the escape plan attached to your room door and follow the instructions of the staff. The assembly point is located in the inner courtyard of our hotel.

B

Baby cot

We are happy to welcome our little guests as well. Please contact our reception for a free baby cot.

Bar

In our THE LOBBY we are at your disposal daily to serve various coffee specialities, cocktails and other drinks. We are happy to charge your consumption to your hotel room.

Bank

The nearest counter and an ATM are only a few minutes' walk away at the «Opernhaus» stop.

Bed linen

On request, we will be happy to bring you a second pillow, an extra blanket or a woollen blanket. You can also choose from millet pillows and Elsa neck pillows. We provide special bed linen for allergy sufferers. Please inform the reception.

Breakfast

The breakfast buffet is served at the following times: Monday to Friday from 7 am to 10 am, and Saturday and Sunday from 7 am to 11 am. Guests who have booked their stay without the delicious breakfast can add it to their stay at the price of CHF 30 per person per day (CHF 25 if booked in advance) - please contact our reception.

C

Cause we Care

Our joint contribution to sustainability and climate protection. myclimate-«Cause We Care» is a Swiss climate protection foundation. The CO² compensation with myclimate-«Cause We Care» costs you optionally CHF 1.50 per room / per night. With this contribution you automatically compensate the CO₂ emission of your overnight stay. If this optional contribution does not meet your expectations, we will of course cancel the amount from your room bill upon request.

Check-In

Your room will be available from 3 pm on the day of arrival.

Check-Out

On the day of departure, we kindly ask you to leave your room by 12 noon. For extensions, please contact our reception in good time. We will be happy to make this possible for you, subject to availability and surcharge.

Currency exchange

Please note that in Switzerland the currency CHF applies everywhere. We also accept EUR. However, the return money is only in CHF. For changing further currencies, we recommend the Change Office at Stadelhofen station, which is open daily.

Country codes

Germany	D	0049
France	F	0033
Italy	I	0039
Great Britain	GB	0044
Netherlands	NL	0031
Austria	A	0043
United States	USA	001
Israel	IL	00972
From abroad to Switzerland		0041

D

Doctor

The reception staff will be happy to make an appointment for you with a general practitioner or specialist. The «Permanence Bellevue» doctor's station is for urgent treatment. Patients with acute health problems can be examined and treated without prior appointment.

Dogs

Your pet is welcome. We charge CHF 20 per day and dog.

E

Excursions

As a hotel guest, you can find inspiration via Get Local. We will be happy to help you with the selection and the corresponding booking. You will find the corresponding link on the homepage of our website.

Electricity

230 volts, 50 Hertz (adapters are available at the reception).

Extra beds

Extra beds are available for an extra charge of CHF 60 per person (breakfast included). We provide the extra beds free of charge for children up to seven years of age. Please inform the reception.

Emergency call

Emergency call: 112

Police: 117

Fire brigade: 118

Environment

We are very committed to preserving our environment. Please support us by helping to decide how often we should change the terry towels. Please place them in the bathtub/shower and we will replace them at the next room cleaning.

F

First aid

Contact the reception.

Food / Snacks

We are happy to serve you in THE LOBBY. In addition to drinks, we are happy to serve you a selection of tarte flambée, light snacks and small desserts such as muffins and brownies during the day.

Fire and emergency

Please refer to the map on your room door. Fire extinguishers are well marked on each floor in the stairwell.

Fitness

Don't want to miss out on fitness while on the road? We have a partnership with BODDY. This provides you with a convenient overview of all nearby studios and group courses. The QR code is located on all floors by the lift.

G

Guest laundry

Please hand in your laundry at the latest by 8 a.m. (Monday to Friday) at the reception. Depending on the amount and effort, your laundry will be cleaned on the same day. You will find the detailed price list in the cupboard next to your laundry bag. If you have any questions about our tailoring, laundry and shoeshine service, please contact our reception.

H

Hairdresser

We will be happy to make an appointment with a hairdresser for you. Our recommendation is the salon «En Vogue Coiffure», located in Seefeld and reachable in 5 min by 2 tram stops or on foot.

Heating

Our house has central heating. The room temperature is regulated automatically. The radiators can be operated individually. If you should feel too warm or too cold, please contact our reception.

Hygiene articles

Tooth cleaning kit, shaving kit, sewing kit, shampoo, shower gel, nail file and hair comb are available on request at our reception.

I

Ironing service

We are happy to provide you with an iron and ironing board free of charge.

Internet

WLAN is available free of charge in our house.

Network name: THE LOBBY

No password

L

Lost property

If you have lost something in the room or restaurant, please contact reception. If you have lost something outside the hotel, please contact the lost property office at the main railway station.

Luggage service

We are happy to store your luggage in our luggage room. Please hand it in at our reception. If you need help with your luggage, we will also be happy to assist you.

M

Management

Marcel Hertach, Cluster Hotel Manager

N

Night Shift

Our reception is manned 24 hours a day.

Non-smoking rooms

The Opera Hotel is a non-smoking hotel. We kindly ask you to smoke your cigarette outside the hotel. If you smoke in your room, we will charge you a fee of CHF 250 for cleaning costs.

Newspapers

You can access over 7'000 international newspapers and magazines on pressreader.com. To use this free of charge, you need to connect to our WLAN in advance.

P

Pharmacy

A pharmacy is located directly at the Bellevue «Bellevue Apotheke» and is open daily around the clock.

Public transport

Day tickets for 24h for the city (zone 10) are available at the reception. You can use these for tram, bus, train, course and Limmat boat.

Parking spaces

We have a limited number of chargeable parking spaces in our inner courtyard. We recommend booking in advance, as demand is always very high. In addition, we offer you an exit ticket from the Opéra multi-storey car park at a special price of CHF 40 for 24 hours. You can obtain and pay for this at reception.

Payment

We accept the following means of payment:

Cash CHF and Euro. Credit cards: Visa, Master Card, American Express, debit cards Maestro and Twint.

R

Restaurant recommendations

Please do not hesitate to ask our staff for recommendations. We will be happy to help you choose and book your restaurant.

Reception

Our reception is staffed around the clock.

Room cleaning

Our rooms are cleaned daily.

S

Stamps

Stamps are available for a fee at reception or at any kiosk or post office.

Sewing kit

Available at the reception.

Shoe shine utensils

Available at the reception.

Smoking

The Opera Hotel is a non-smoking hotel. We kindly ask you to smoke your cigarette outside the hotel. If you smoke in your room, we will charge you a fee of CHF 250 for cleaning costs.

T

Taxi

We will be happy to order a taxi for you, please contact our reception.

U

Umbrella

You can use the umbrellas at our reception free of charge during your stay.