

## Important information for your summertime stay

Dear guests,

We are delighted that you have decided to stay at one of our hotels. Hereafter we have put together 8 helpful tips to make your stay as pleasant as possible – from arrival to departure. Should you have any questions or need assistance, we would be happy to help you: **Tel.: +41 41 669 79 79**. We wish you a safe journey.



**Christine Kretschmer**  
General Manager  
Hotel frutt Family Lodge

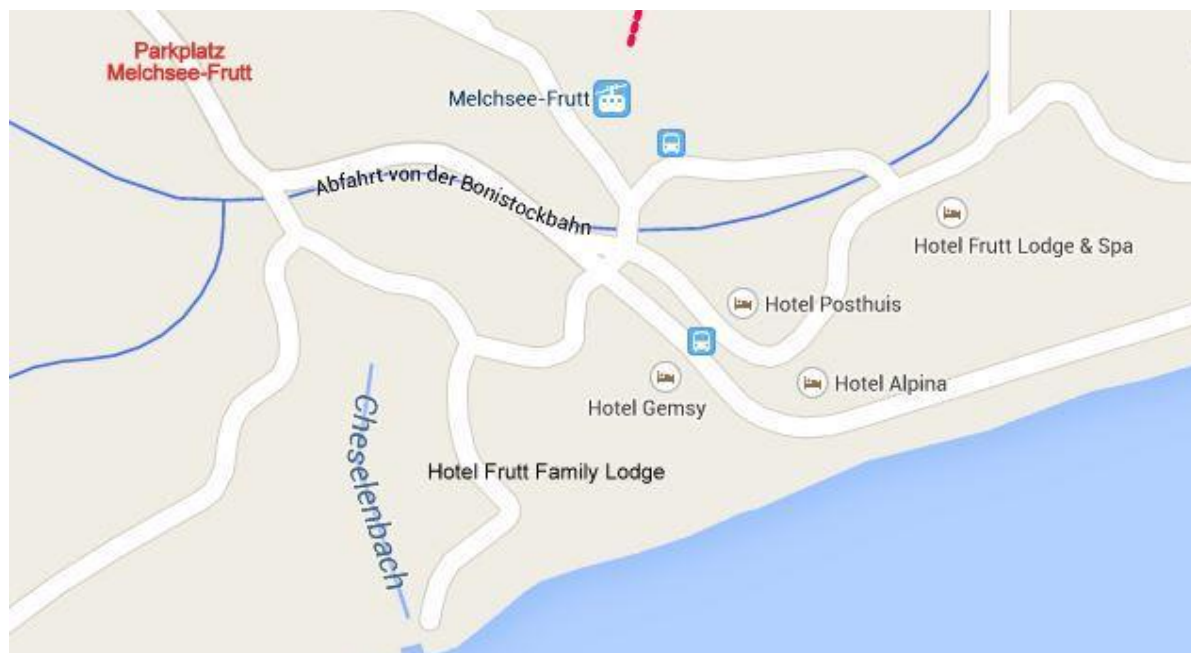


**Markus Wolbert**  
General Manager  
Hotel frutt Lodge & Spa

As of January 2019

### 1. Tips for guests ARRIVING by car

During the summer you can access Melchsee-Frutt by car. A parking fee of CHF 16 is charged per stay. The mountain road (“Bergstrasse”) Stöckalp - Melchsee-Frutt from Stöckalp is accessible during specified hours; for example, from 10:00 to 10:40 a.m. you can travel to Melchsee-Frutt and from 11:00 to 11:40 a.m. you can return to Stöckalp. Melchsee-Frutt is a car-free zone. For loading or unloading of luggage, however, you are permitted to drive to the hotel by car. The official car park is located about 400 metres from the hotel.



### 2. Tips for getting here by cable car and the use of luggage transport

If you have made a reservation in advance, you will receive an arrival ticket upon arrival (CHF 25 per adult / CHF 10 per child) at the baggage drop (on the left-hand side of the valley station Stöckalp).

If you arrive by car, we recommend that you check in your luggage prior to parking your car. Please allow at least 45 minutes for the transport of your luggage to the hotel. To avoid unnecessary waiting times, we recommend that you bring any items you may need immediately with you when you board the cable car. As an alternative to the hotel arrival ticket, luggage can be sent to the mountain station for CHF 3 per item of luggage – in which case you are responsible for the transport to the hotel. We recommend using the connecting tunnel between the old and the new mountain station. GA & Halbtax holders receive return tickets without luggage service at the valley station for CHF 14.50 per person.

Under no circumstances is the hotel liable for any loss or damage of any luggage during transportation. (7.4 Terms and Conditions Frutt Resort AG) There for please contact the supplier the cable car company Sportbahnen Melchsee-Frutt.

### Cable car timetable summer 2019 (from 06/15 until 10/20/2019)

Monday to Friday 8.25 a.m. to 12.20 p.m. / 1.20 p.m. - 5.20 p.m. (last trip of the day)

Saturday, Sunday and holidays 08.25 a.m. to 5.20 p.m., returning 5.50 p.m. (last trip of the day)

**From 24<sup>th</sup> May to 14<sup>th</sup> June 2019 and from 20<sup>th</sup> October to 3<sup>rd</sup> November 2019 the cable car Stöckalp-Melchsee-Frutt is closed. Therefore the arrival is only by car possible. We recommend winter equipment for your car (tires, snow chains).**

### **3. Parking in the car park at the valley station Stöckalp**

For CHF 12 per day, you have the option of parking your car at the valley station. Upon prior reservation, you will receive parking instructions by email prior to your arrival. Please use park level B & C and ignore the signals (red/green). Please do not enter park level A!

### **4. Room availability**

Your hotel room will available from 3:00 p.m. at the latest. In the event that the room is not yet available upon your arrival, we will inform you free of charge via SMS as soon as the room is ready. Luggage can be left with reception until you are able to move into your room.

### **5. Voucher redemption**

If you have a voucher for your stay, we kindly ask you to hand it over to the receptionist upon arrival. The voucher value will be deducted from your account upon check-out.

### **6. frutt Spa access on the day of arrival and departure**

The Spa area is available to you all day on both your arrival and departure day. Should the room not be available upon your arrival, you may request a **frutt** Spa bag with bathrobe, slippers and sauna towel at our Spa reception. You are welcome to take your **frutt** spa bag from your room to the Spa area and leave it at the Spa reception when you leave.

### **7. Tips for making a table reservation**

To enable you to enjoy a memorable dining experience in our restaurants, we recommend that you reserve your table prior to your arrival. We kindly ask you to be at the restaurant no later than 15 minutes after the reserved time, so that we can guarantee our first-class service to you and our other guests. Should you prefer not to make a reservation, we will be happy to offer you the next available table. For table reservations from 10 persons, prior menu consultation is required.

**8. Tips for DEPARTURE by cable car and the use of luggage transport**

On the day of your departure, you have the possibility of sending your luggage back to the valley station. Your luggage will be collected at the reception desk. Please allow a minimum of 45 minutes for the transport of your luggage to the valley. You are welcome to temporarily store objects you may need at the reception. Please note that luggage pick-up at the valley station is possible until 5.30 p.m. on departure day.