



Important information for your winter stay

Dear guests,

We are delighted that you have decided to stay at one of our hotels. Hereafter we have put together 9 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 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.

Cable car timetable winter 2018/19

Monday to Friday	08.25 a.m. - 5.30 p.m. (last trip of the day)
Saturday, Sunday and on public holidays	08.00 a.m. - 5.30 p.m.
Thursday to Saturday additionally	6.30 p.m. - 7.30 p.m. and 10.15 p.m.

2. 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, a confirmation will be sent by e-mail.

3. Ski rental

At the valley station Stöckalp you will find Stöckli Ski Rental Shop, which offers a large selection of skis, snowboards and cross-country skis. On Melchsee-Fruitt it is possible to rent winter sports equipment at the Fruitt Rental Shop. For questions regarding rental or reservations please call Stöckli Ski Rental Shop at +41 41 669 09 60 and the Fruitt Rental Shop at +41 41 669 12 10.

4. Swiss Ski & Snowboard School Melchsee-Frutt

The Swiss Ski and Snowboard School Melchsee-Frutt is located in the old mountain station, a few metres from the hotel. For reservations please call +41 41 669 11 77.

5. Room availability

Your hotel room will be available from 3:00 p.m. at the latest. In the evening 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 at reception until you are able to move into your room.

6. 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.

7. 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.

8. Tips for making a table reservation

In order 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 8 persons, prior menu consultation is required.

9. 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.