



Terms and Conditions

A - Airport Information

- For information about Zurich Airport, please call +41 (0)43 816 22 11

B – Bicycles

- Bicycles can be stored for a fee in the garage. Please book a space by phone or at the self-check-in machine.
- Bicycles are not permitted inside the building:
 - Not allowed in corridors/escape routes (fire safety)
 - Not allowed in guest rooms (hygiene)
- In case of violation, a penalty fee of at least CHF 300 will be charged or debited from the credit card.

B – Breakfast (not offered by the Hotel) / Catering & external services

- The hotel does not provide traditional breakfast or catering.
- Maximum flexibility: no fixed times, no queues.
- Vending machines + coffee machine on the 1st floor (charges apply). AGROLA gas station shop (third party) in the same building with long opening hours and a wide selection.
- Helps reduce food waste and supports conscious resource use.

C- Cancellation Fees / Refunds

- **Standard Rate:**
- Free cancellation up to 48 hours before the arrival day. Afterward, the total booking amount will be charged.
- Groups (6 rooms or more):
 - Free cancellation up to 8 weeks before the arrival day. After that, the total amount will be charged.
- **Event Rate:**
 - Free cancellation up to 8 weeks before the arrival day. Afterward, the full amount will be charged or directly deducted from the credit card.
- **NR Rate / No Show:**
 - No free cancellation possible. The full booking amount will be charged.
- **Recommendation:**
 - Take out cancellation insurance.

C - Check-in / Check-out Times

- **Check-in:** From 2:00 PM on the day of arrival.
- **Check-out:** By 10:30 AM on the day of departure.
- **Early Arrival:** Possible by prior arrangement.
- **Late Departure:** Please vacate the room by 10:30 AM to allow us to prepare it for the next guest. A fee of at least CHF 100 will be charged for late check-out, deducted directly from the credit card.
- **Room Key:** After check-out, please deposit your room key in one of the marked mailboxes at the main entrance or in the underground garage.

C - Contract Conclusion

- The contract is considered concluded under Swiss law once the booking is confirmed by payment or credit card guarantee.

D – Damages

- Accidents can happen. Please inform us immediately if any damage occurs so it can be resolved promptly.
- Intentional damage will be charged to the guest or debited directly from the credit card.
- Further claims for damages and police reports remain expressly reserved.

E - Emergency Numbers

- Police: Tel. 117
- Fire Brigade: Tel. 118
- General Emergency: Tel. 144
- Poison Control (Tox): Tel. 145

F - Facilities

- **In-room amenities:** WiFi, flat-screen TV, box-spring bed with mite protection, shower/WC, electric blinds, room safe, controlled ventilation.
- **Lounge at the 1.st Floor:** Accessible 24/7 for self-catering, with drink and coffee vending machines.

F - Final Provisions

- Changes or additions to the contract must be recorded in writing to be valid in exceptional cases.
- The exclusive place of jurisdiction is Lachen, Canton of Schwyz, Switzerland.

H - Hotel Liability

- The Hotel am Kreisel is liable for guests' belongings in accordance with legal regulations. Liability for minor negligence is expressly excluded. Guests must report any damages or dissatisfaction with services to the hotel immediately. Otherwise, they cannot claim any rights later.
- If the hotel fails to provide the agreed rooms, it is liable for proven damages. If the reserved rooms are unavailable upon arrival, the hotel will arrange equivalent accommodations at another property and cover any additional transport costs beyond the original agreement.
- All claims against the hotel expire six months after departure unless mandatory legal regulations specify longer periods.
- The Hotel am Kreisel reserves the right to declare confirmed bookings invalid in exceptional cases such as uninhabitability due to force majeure, economic, or legal reasons. In such cases, the hotel will strive to offer equivalent alternative accommodations.

I - Internet / WiFi

- Connect to the "Smart-Guest" WiFi network and follow the instructions.

L - Lost and Found

- Forgotten items are kept for up to 3 months and can be collected by arrangement. The hotel accepts no liability for lost or left-behind items.

L - Luggage Storage

- Unfortunately, we cannot store luggage as no staff is available on-site.

P - Parking

- 10 paid parking spaces are available in the underground garage.
- The hotel assumes no liability for vehicle damage.

P - Payment Methods / Prices

- Prices are in CHF and include VAT. Accepted payment methods: Maestro, Mastercard, Visa.

•Bank Details:

- Smart Hotels AG
UBS Bank
BAN: CH94 0021 6216 1140 1301 G
Account No.: 0216-0011.401301G
BIC: UBSWCHZH80A

P - Pets

- Allergy-Friendly: Pets are not allowed in the entire hotel out of consideration for allergy sufferers.
- Penalty Fee: Violations incur a minimum fee of CHF 500, and the room must be vacated immediately.
- No refund for the room price will be given. The fee will be charged directly to the credit card.

R - Reservations and Bookings

- Bookings can be made online or at the self-check-in kiosk.
- Payment: Depending on the booking type, payment is made in advance or at the kiosk upon arrival.

R - Room Cleaning

- Please hang the “Do Not Disturb” sign on the door if you do not want your room cleaned.
- The room will not be cleaned that day.
- If you’d like further refinement or a specific style, feel free to let us know!

S - Security

- **Fire Protection System:** A modern fire alarm system ensures your safety. In case of smoke or fire, please call the emergency number +41 (0)55 511 77 77 or the fire brigade directly at 118. Do not use the elevator in an emergency.
- **False Alarm:** A false alarm incurs a fee of CHF 2,000, and the guest must vacate the room immediately. No refund for the room price will be given. The fee will be charged directly to the credit card.

S - Services

- Upon request (at least 24 hours in advance by phone), we can provide (for an additional charge):
Baby cot or extra bed.

S – Smoking / Open Fire / Cooking

- A strict no-smoking policy applies throughout the hotel.
- This includes all forms of smoking and vaporization:
 - Cigarettes, cigars, cigarillos
 - E-cigarettes / vapes
 - Shishas
 - Cannabis / hashish
 - Any substances causing smoke, vapor, or strong odors
- Cooking and heat-producing devices are strictly prohibited.
- Smoking is permitted only on the designated terrace on the 3rd floor.
- Violation results in a penalty fee from CHF 300 up to several thousand CHF, covering cleaning, ventilation, fire alarm, and loss-of-revenue costs.
- If not paid immediately, the hotel may double the fee and charge it to the credit card.
- Further damage claims and police reports remain reserved.

S – Sofa Bed

- Some rooms are equipped with a sofa bed (additional charge), allowing flexible accommodation for up to 3 persons.
- The sofa bed can be easily unfolded and prepared by the guest.
- A pictorial guide and QR code with video instructions are available in the room.

T - Towel Exchange

- A towel on the floor means “please replace.” A towel on the holder means “I will use it again.”

T - TV

- Use the remote control to turn on the TV. Power is activated when the room card is inserted into the slot by the room door.



Informationen

Agrola Shop

Opening Hours:

Monday to Saturday: 6:00 am – 10:00 pm

Sunday: 7:00 am – 10:00 pm

Offers a wide selection of food, beverages, and everyday items.

Local Restaurants

Marina Steakhouse, Osteria Vista, Ox Asian - Hafenstrasse 4, Lachen, Tel. 055 451 73 73

Restaurant Bären - Marktstrasse 9, Lachen, Tel. 055 451 99 99

Restaurant Caminetto - Oberdorfstrasse 15, Lachen, Tel. 055 442 62 64

Restaurant Café Steiner (closed in the evening) - Kapellstrasse 1, Lachen, Tel. 055 442 62 48

Restaurant Rössli - Rathausplatz 3, Lachen, Tel. 055 442 46 26

Restaurant Café Gabriel (closes at 8:00 pm) - Obersee-Center, Lachen, Tel. 055 442 50 11

Restaurant Thai Metta - Seeplatz 5, Lachen, Tel. 055 442 25 85

Shopping Centers

Obersee Center, Lachen

Accessible from the town center in 8 minutes on Oberdorfstrasse.

Opening Hours:

Monday to Friday: 9:00 am – 9:00 pm

Saturday: 8:00 am – 6:00 pm

Offerings: Groceries, clothing, pharmacy, optics, sports, shoes, electronics, flowers, wine, interior furnishings, café, pastry shop, kiosk, post office, hairdresser.

Website: www.obersee-center.ch

Seedamm Center, Pfäffikon (5 minutes by car on the N3 towards Zurich)

Opening Hours:

Monday to Friday: 9:00 am – 9:00 pm

Saturday: 8:00 am – 6:00 pm

Offerings: Groceries, clothing, pharmacy, optics, sports, shoes, electronics, flowers, wine, café, restaurants, kiosk, bank, hairdresser, department store.

Website: www.seedamm-center.ch

Public Transport

Bus

- Bus stop towards Lachen located opposite the furniture store
- Bus lines: 522 / 524

Travel times (Bus 522 / 524):

- To Lachen railway station: approx. 4 minutes
- To Pfäffikon: approx. 24 minutes

Train – www.sbb.ch

- Lachen railway station is approx. 5 minutes' walk away or can be reached by bus

Travel times (Train S2 / S25):

- Lachen – Pfäffikon: approx. 7 minutes
- Lachen – Zurich Main Station (Zurich HB): approx. 31–42 minutes
- Lachen – Ziegelbrücke: approx. 13–15 minutes
- Lachen – Zurich Airport: approx. 54 minutes