



Dear guests - welcome to the most unique 5-star superior hotel in Switzerland.

During your stay with us we want you to feel as comfortable as possible, enjoy yourself to full extent and let yourself be indulged. We trust that you will return home with many happy memories.

An individual, personal and attentive service awaits you at the Lenkerhof. Feel the enthusiasm and affection we have for our guests while we whisk you away on your very own "Lenkerhof" wellness journey.

The following pages will provide important information and details about the hotel and the Lenk area to help you to a pleasant start into your next days with us. Do not hesitate to ask us should you have any special wishes or require more information. We are eager to help and look forward to interesting conversations, too.

We are delighted to have you as our guests at the Lenkerhof!

With alpine greetings

Christian Burkhard, Adriano Votta und Laurent Schenk

The management and the entire Lenkerhof team

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A for...

Alpine Play-Station

Every day from 07:00 am until 09:30 pm (childcare starts at 01:00 pm) a new adventure starts. Games, fun and excitement guaranteed for all our younger guests (3 years old and above).

tel. 887

B for...

BabypHONE

If you want to leave your room while your child is asleep, you may call reception to activate the baby phone. The reception staff will monitor your child over telephone until 10.00 pm and contact you if necessary. Please inform us about your plans and how you are to be reached in the hotel if need arises.

tel. 600

Babysitting

Babysitting service can be arranged by the reception at a charge of CHF 30.– per hour. There is an additional charge of CHF 15.– per child beyond the first one. Please inform reception well in advance and note that this service may not be guaranteed in case of a late request. Cancellations for the babysitting service will be taken into account free of charge up until 24 hours in advance, after which a full charge applies.

tel. 600

Bar and Lounge

Whether you feel like having an espresso in the morning, a snack at lunch time, coffee in the afternoon, an aperitif before dinner or a digestive before retiring for a good night's sleep, you will always find your favourite drink at the bar (open from 10:30 am until around 01:00 am). Live music is featured 6 days a week from Tuesdays to Sundays between 06:00 pm and 08:00 pm and from 09:30 pm onwards.

tel. 619

Bathrobe and slippers

Bathrobe and slippers are provided in your bathroom or in the wardrobe. Please contact our housekeeping department should you require a different size. Additionally, a black wellness bag in your bathroom will help you take your personal belongings down to the 7sources beauty & spa. We recommend to leave all your jewellery, electronic devices and valuables in your room.

Towels for the pool and for the sauna area are available at the 7sources beauty & spa reception.

tel. 620

Bicycle rent

Are you interested in renting a bike? The reception staff will be happy to organize a bike or an E-bike rental at the Troxler sports shop for you. The rental fee may also be charged upon request onto your hotel invoice.

Otherwise, you can rent a bicycle at the «Sputnik» sports shop in town. The reception staff will gladly share with you some bike tour suggestions.

tel. 600

Blankets

Would you like to have an additional or warmer blanket? Are you allergic to feathers? Or do you wish to enjoy a lighter quilt? Our housekeeping staff gladly assists you with any request.

tel. 620

Breakfast

The best way to start your Lenkerhof day is with a nutritious breakfast in the morning. Every day from 07:30 am to 11:00 am we offer a wide range of food. Fruits, power drinks, different kinds of corns, yoghurt, a variety of cheese and ham and even more await you. You may choose your table for breakfast. Should you prefer to have breakfast in your room please kindly inform the room service or the reception team about your wishes on the evening before.

tel. 618

C for...

Cash machine

Three banks featuring ATMs can be found in the town centre of Lenk.

- You will find the local BEKB branch across the main roundabout of Lenk, on the left.
- The "Postbank"/post office lies at the Kronenplatz (opposite COOP).
- The third bank is Reifeisen and is next to the Kronenplatz and tourist information.

Check-in

Rooms are available at the latest at 03:30 pm upon the day of arrival. Feel free to arrive earlier. You are very welcome to store your luggage at reception and start enjoying the hotel services and facilities in the meantime.

Check-out

On your day of departure kindly vacate the room before 11.00 h. You are welcome to enjoy the 7souces beauty & spa until 15.00 h on your day of departure. The restaurants and the bar are happy to host you for as long as you wish. Your luggage can be left at the reception or loaded in your car. We highly recommend to check-out somewhat earlier on weekends or settle your bill on the evening before to avoid queuing at peak hour for check-out.

Computer / laptop

During your stay you may use our Wireless-LAN connection free of charge everywhere in the hotel. Here is how to connect with the public Wireless LAN

1. Connect your device with the FREE LENKERHOF network.
2. Your internet browser should open and the login page come up automatically. Click the "connect" button down below.
3. Enter your cell phone number in international format as indicated (type 41 79 XXX XX XX). After validating, you will receive an SMS with your personal access code. Enter said code in the corresponding field and click « registrieren ».
4. You are now connected to the Internet.

Should you experience any issues or not have an active mobile phone at your disposal please click instead the connection option without mobile phone. In order to be given your personal access code you will need to call the support line at 043 500 34 56 (telephone charges will apply).

The hotel reception staff remains at your disposal for questions or queries.

Tel. 600

D for...

Doctors

Several doctors are at your disposal in Lenk. In case of sickness or injury, the reception will contact a doctor and arrange an appointment. A first-aid kit is available at the reception, and the closest hospital is in Zweisimmen.

- Simmepraxis
Lenkstrasse 158
3775 Lenk im Simmental
+41 (0)33 733 16 01
simmepraxis@hin.ch
- Doctors on duty:
this number connects you directly with the doctor on standby.
tel. 0900 576 747
- **Emergency number is 144 or from the hotelphone 0144**

tel. 600

E for...

Emergency

In case of sickness or injury our reception team will immediately contact the local doctor on standby or the hospital in Zweisimmen. For more information see under "doctor" on page 6.
Both a first-aid kit and a defibrillator are available at reception.

Emergency number is 144 or from the hotelphone 0144

tel. 600

Events

Are you planning a seminar or looking for the right venue for a special celebration? We will be pleased to show you our 'DenkTankLenk' services and facilities able to host 10 to 150 participants.
Our Event Manager will be delighted to provide individual advice to plan your event or personal highlight.

tel. 610

Extending your stay

Should you like to extend your stay, we will do our very best to extend your visit in the same room.
Kindly contact the reception staff.

tel. 601

F for...

Fitness area

Our fitness area opens daily from 07:30 am to 08:00 pm. Our fitness machines feature headset access as well as an ipod docking station for the listening of music or television watching. Headsets are available at the 7sources beauty & spa reception. Our 7sources beauty & spa team will be happy to assist you in case of need.

tel. 646

Flowers

Would you like to order flowers for a special occasion or simply for a little treat? Our florist will be glad to arrange the perfect bouquet. Please note that flowers should be ordered well in advance and that a minimal charge of CHF 50.- applies. Naturally roses make the exception and may be ordered for CHF 8.- apiece.

tel. 659

G for...

Gourmet Package for children

For your children aged 0 to 5 you may order individual courses à la carte. For older children the applied half board charge is CHF 40.- per night until 12y.o., CHF50.- per night until 15 y.o. and CHF 88.- per night beyond 15 years old. For more information see under "the litte prince restaurant" on page 9.

tel. 600

H for...

Hairdresser

The 7sources beauty & spa offers a hairdresser on request, who will happily assist you about styling and care for your hair.

tel. 646

Housekeeping

Our housekeeping team is available daily from 07:30 am to 10:00 pm and take care of comfortin your room.

tel. 620

Hygiene products

If the need arises, some hygiene products may be purchased at reception, such as razor sets, dental care sets or child nappies. For further requirements please contact our reception team.

tel. 600

I for ...

Internet

Find the corresponding information page 6 "Computer/Laptop".

iPod Docking station

The iPod Docking station connects your mobile device to the TV. To watch your pictures, movies or music follow this instruction: Power-on the TV → connect the iPhone → chose the button "Source" on the TV remote → select "USB-access" → confirm with ok.

L for...

Late check-out

Upon prior request and if available a late check-out until 02:00 pm can be arranged free of charge on your day of departure.

Would you like to enjoy your stay the entire day in your room? Please contact reception to find out if you can keep your room a while longer, up until 06:00 pm. A late check-out until 06:00 pm will be charged CHF 80.– per person. Beyond 06:00 pm the full room rate applies.

tel. 600

Laundry

To use our laundry service please complete the laundry form provided in your wardrobe and contact our housekeeping service in order for your laundry to be taken care of as soon as possible. Laundry collected at your door before 10:00 am will be returned by 06:00 pm on the same day (except Saturdays and Sundays). Dry cleaning is also available on request.

tel. 620

Lenk information

The reception hands out bike-, hiking- and ski-maps. For further questions about Lenk and Simmental we remain available 24/7. Please contact the reception.

tel. 600

The Little Prince restaurant

The children restaurant serves the kind of food our little ones really like – all the while remembering what they need. Dinner is served at 06:30 pm. Please contact our child care before 05:00 pm on the same day for reservations. Find the corresponding information page 8 "Gourmet Package for children".

tel. 887

M for...

Minibar

Your minibar beverages are included in the room rate and replaced daily. Should you require further beverages, in particular alcoholic drinks, please call room service. Your order will be served in your room at the prices indicated in the bar menu. Please note our service charge of CHF 5.– for drinks and CHF 10.– for food delivery.

tel. 618

N for...

Nappies

For baby and toddler bathing, pool nappies are available at the 7sources beauty & spa reception at a charge of CHF 6.– each. Furthermore, regular nappies are available at the hotel reception.

tel. 600

P for...

Parking

Underground parking is charged CHF 26.– per night and a garage remote is available at the reception. The outdoor parking area along the street is free of charge (with no guarantee for potential damage etc.).

We kindly ask you not to park in the hotel entryway during your stay as it is only for arrival and departure.

tel. 600

Picnic

We will be happy to lend you a hiking backpack for picnics on a blossoming alpine meadow or in a cosy ski hut. Should you wish for one we will gladly provide you with a delicious packed lunch too! Please place your order 24 hours in advance.

tel. 618

Pools

The outdoor pool (half circle, 7.9 meter radius, temperature 34°C) and the indoor sports pool (14.85 meters long, 28°C) open daily from 07:30 am to 08:00 pm.

Children are allowed access to the pools from 07:30 am to 05:30 pm. Please consider that children have no access to the 7sources beauty & spa outside this mentioned time range. Thank you.

The last access to the spa is 15 minutes before closing.

tel. 646

R for...

Restaurants

We will be pleased to spoil you in our restaurants. You can choose our Gourmet Package for the entire stay or dine à la carte in our restaurants.

tel. 616

Restaurant



In the evening we serve you a daily changing Gault Millau à la carte dinner. Guests with a Gourmet Package can choose their own menu from the 15 courses in number, order and choice of courses. Guests without the Gourmet Package can choose à la carte.

Orders may be placed between 07.00 pm and 09.0 pm. Please understand that from 09.00 pm onwards at most 3 courses may still be ordered. Look forward to a culinary highlight at the Spettacolo.

tel. 616

Restaurant



Everyday from noon to 02:00 pm we serve a day's menu. From Wednesday to Sunday from 7:00 pm to 10:30 pm do let us pamper you with a stylish Mediterranean cuisine. You may order your meals à la carte or enjoy with your Gourmet package a 4-course dinner. The Oh de vie team will be happy to assist in case of need.

tel. 617

Mountain restaurant **BUHLBERG** BY LENKERHOF

Authentic and seasonal dishes, from cheese fondue to Simmental beef filet are served daily on Lenk's most beautiful sun terrace with open view over the fascinating mountains. You can create your own three course menu with the gourmet package option. A rustic experience you should not miss. Please have a small foretaste of this unique restaurant on our homepage www.buehlberg.ch.

tel. 033 733 15 60

Room service

Our room service menu is displayed at the end of this booklet. All options marked by a star are served 24/7.

Please note our service charge of CHF 5.– for drinks and CHF 10.– for food orders (press the room service button on your telephone).

tel. 618

S for...

Safe

Your personal safe is in your room and can be programmed with a code of your choice (max. covered value CHF 1'000.–).

You may also deposit your valuables in our reception safe (max. covered value CHF 50'000.–). Please note that the hotel cannot be held liable for any loss of property.

tel. 600

Safety instructions

Dear guest

Your security is our priority. Our hotel is equipped with state of the art fire prevention technology. Fire detectors in every room are connected to the local fire brigade. Fire safety instructions with the best emergency exit for you can be found inside your room (usually displayed on the wall next to your door). All the emergency exits are clearly signposted.

Fire

Should you detect smoke or fire, sound the fire alarm by breaking the glass of the nearest fire alarm relay in the hallway and pressing the alarm button.

In the event of fire, please follow the instructions of our trained staff.

In case of emergency

- Keep calm
- Alert your neighbours
- Do not use any lift!
- Follow any instructions given by the staff.
- Follow the EXIT signs and leave the building by the emergency exits to reach the assembly point: on the parking lot right outside our 7sources beauty & spa. Report then to the staff member in charge of guests identification and counting.

Smoke in the corridor

- Close all doors and windows.
- Attract attention from your window.

Smoke in your room

- Leave your room, fully close the windows and front door and alert our reception immediately.

Sauna area

Opening hours textile sauna area

- daily from 9 am to 8 pm

Opening hours textile-free sauna area

- April - November: daily from 2 pm to 8 pm
- December - March: daily from 11 am to 8 pm

Children under 16 are not permitted in the sauna area. Sauna Towels are provided at the spa reception, which you can use to sit on and/ or to wrap yourself.

tel. 646

Ski and hiking tickets

We will be glad to spare you the waiting line at the cable car counter and arrange your tickets directly at the hotel reception! Maps of the Lenk/Adelboden hiking and skiing region are available at reception. Local buses all year round as well as mountain railways in summer are freely available with your Lenk-Simmental-Tourismus card.

tel. 600

Ski service

The overnight-service by Intersport Troxler offers a complete round-up service for your skis. While you relax in the land of dreams, the team of Intersport Troxler fixes your skis and snowboards up to a new level. Please contact our reception in case of interest.

tel. 600

Starter Kit

How about bringing some Lenkerhof back home? You may purchase from our large variety of products at any time, including our culinary offer: cheese, exclusive mustard or a good bottle of wine will be the perfect gift for those who stayed behind during your holiday. Simply inquire with the team members from the corresponding services or order with the "starter kit" form found in your room.

tel. 600

Smoking

Following bernese cantonal law, all public access areas are smoke-free: all of our rooms, both restaurants Spettacolo and Oh de Vie as well as the other public areas of the hotel are strictly non-smoking. To relax after their culinary delights, cigarette, cigar or pipe smokers may use our Davidoff smoker's lounge, our terrasse or the room balcony when provided.

Tel. 619

Upon request at the reception an ashtray will be delivered onto your balcony. Please note that in case of necessity deep cleaning costs for the room will be charged to your hotel bill.

Tel. 600

Stool / seat in the bathroom

Do you need a sitting-accommodation in your bathroom or shower? We kindly ask you to contact our housekeeping team. They will be pleased to arrange an adapted stool right away.

tel. 620

T for...

Train pick-up service

Should you opt for a train travel next time, we will be glad to pick you up at Lenk train station free of charge and will happily take care of any forwarded luggage.

Please take note of the high reliability of railway connections between Lenk and the rest of Switzerland as well as Germany (ICE Berlin - Spiez or the Panorama Express from Montreux - Zweisimmen).

Taxi service

Destination	1-4 Pax	Ride time
Zweisimmen	CHF 48.60	0 h 20 min.
Spiez	CHF 178.20	1 h 00 min.
Thun	CHF 189.–	1 h 15 min.
Gstaad	CHF 102.60	0 h 40 min.
Zurich (airport or city)	CHF 750.60	2 h 30 min.
Bern	CHF 307.80	1 h 30 min.
Belp-Bern airport	CHF 286.20	1 h 30 min.
Geneva (airport or city)	CHF 642.60	2 h 30 min.

These prices are approximate rates and travel times only.

Telephone service

Important numbers

<u>Service</u>	<u>Number</u>
Réception & Concierge	600
7sources beauty & spa	646
Roomservice	618
Housekeeping	620
Outside line	Code 0
To the other rooms	The room number

Loudspeaker

You may adapt the volume with the „+“ and „-“ buttons located in the middle lower part of your telephone.

To modify the receiver volume it is necessary to first pick up the receiver. The loudspeaker volume can be adjusted after activating the loudspeaker with the corresponding button found between the volume control buttons.

Treatments

Our 7sources beauty & spa team remains at your service daily from 09:00 am to 08:00 pm. For appointments press the 7sources button on your room telephone or dial 646.

Treatments may be cancelled free of charge up until 24 hours in advance. Short notice cancellations as well as unmet appointments however are compensated by full cancellation charges.

tel. 646

TV Remote control / Television channels

To switch on press any channel number.

1 HOME-TV	21 VOX	41 tagesschau24	61 BBC Two	81 Sony Action+1	101 TRT World HD
2 BPN	22 kabel eins	42 EURONEWS GE	62 BBC World News	82 Sony Channel	102 Tunisie Nationale
3 SRF 1	23 kabel eins Doku	43 Eurosport 1 De	63 Bloomberg Europe	83 Sony Classic	103
4 SRF zwei	24 3sat	44 SPORT1	64 CNN Int.	84 Sony Movies	104
5 SRF info	25 arte	45 DMAX	65CNBC Europe	85 Sony Movies+1	105
6 Das Erste	26 KiKA	46 REGIO TV	66 ITV	86 Tiny Pop	106
7 ZDF	27 TOGGO	47 RTS Un	67 ITV2	87 NTV MIR	107
8 zdf_neo	28 WDR HD Bonn	48 RTS Deux	68 ITV4	88 1TVRUS Europe	108
9 ZDFinfo	29 NDR FS NDS	49 France 24	69 Sky News Intl	89 ROSSIIY A24	109
10 ONE	30 hr-fernsehen	50 TV5MONDE EU	70 Al Jazeera English	90 RTR	110
11 SWR BW	31 rbb Berlin	51 EURONEWS FR	71 CBBC	91 Russia Today	111
12 BR Fernsehen Süd	32 NITRO	52 CGTN F	72 CGTN	92 PMC	112
13 SAT.1	33 NICKELODEON AT	53 RSI LA 1	73 CCTV-4	93 Channel 112	113
14 SAT.1 Gold	34 Comedy Central AT	54 RSI LA 2	74 CGTN Documentary	94 Al Jazeera Channel	114
15 ProSieben	35 TELE 5	55 Rai 1	75 DW English	95 2M Monde	115
16 Pro7 MAXX	36 phoenix	56 Rai 2	76 RT Doc	96 Arirang TV	116
17 RTL Television	37 WELT	57 Rai 3	77 CITV	97 ARMPUB TV	117
18 RTL2	38 Welt der Wunder	58 Rai News 24	78 France 24	98 BBC Arabic TV	118
19RTLplus	39 ServusTV DE	59 SMTv San Marino	79 POP	99 Cubavision Int	119
20 SUPER RTL	40 n-tv	60 BBC One	80 POP Max	100 RTPi	120

Radios

110 SRF 1	125 1LIVE	140 hr2	155 radioeins
111 SRF 2 Kultur	126 WDR2 Rheinland	141 hr3	156 Dlf Kultur
112 SRF 3	127 WDR3	142 hr4	157 COSMO
113 SRF 4 News	128 WDR4	143 MDR Sachsen DD	158 1LIVE diGGi
114 SRF Musikwelle	129 WDR5	144 MDR JUMP	159 RTS-1ere
115 SRF Virus	130 SR 1 Europawelle	145 MDR SPUTNIK	160 Eepace 2
116 Swiss Classic	131 SR 2 KulturRadio	146 MDR AKTUELL	161 Couleur3
117 Swiss Classique	132 SR 3 Saarlandwelle	147 MDR KLASSIK	162 Option Musique
118 Swiss Jazz	133 Bayern 1	148 NDR 2 NDS	163 Rete Uno
119 Swiss Pop	134 Bayern 2	149 NDR Kultur	164 Rete Due
120 SWR1 BW	135 BAYERN 3	150 NDR Info NDS	165 Rete Tre
121 SWR2	136 BR-Klassik	151 Bremen Eins	166 Radio-Rumantsch
122 SWR3	137 B5 aktuell	152 Bremen Vier	
123 SWR4 BW	138 BAYERN plus	153 Antenne Brandenburg	
124 SWR Aktuell	139 hr1	154 rbb 88.8	

V for...

Vouchers

Would you like to share your Lenkerhof experience? Give away a voucher of your choice! The reception will set up the desired voucher including your preferred services. Pricing information on request. Alternatively you can directly book your voucher online at <https://shop.e-guma.ch/hotel-lenkerhof/en/gutscheine>.

Should you have a voucher in your possession which you plan on using please give it directly at check-in at the hotel reception in order for us to take it into account on your hotel bill.

tel. 600

W for...

Wake-up call

Please inform our reception should you require a friendly and personal wake-up call.

tel. 600

Water

Water at the Lenkerhof has been filtered through the many rock layers of the Lenk mountains and is of premium quality and perfectly safe to drink. A peculiarity of Lenk in addition to our excellent drinking water is the abundant supply of sulphur water from one of Europe's strongest sulphur sources located right above the Lenkerhof. This water has a rather peculiar smell, yet has numerous medicinal properties and is perfectly drinkable. You will find freshly bottled sulphur water every morning on our breakfast buffet as well as at our 7sources beauty & spa reception.

Wet 'n' Wild

Fun for kids in the turbo tube, the adventure tank and both pools from 07:30 am to 05:30 pm daily. Parents, please note that your children are not admitted to the 7sources beauty & spa outside of this time range. Thank you.

Wifi /Wlan

Find the corresponding information page 6 "Computer/Laptop".