



Hôtel La Prairie

Dear guets,

We would like to welcome you to the Hotel La Prairie in Yverdon-les-Bains.

We are very pleased to welcome you to our hotel and will do our utmost to make your stay enjoyable.

In this information guide you will find a description of all the services and facilities available.

If you have any special wishes or questions, we will be happy to assist you.

We thank you for choosing our hotel for your stay and we will do our best to honor your trust.

The management and the entire team of the hotel "La Prairie" and the restaurant "La Terrasse

ADAPTERS & CABLES

Available on request at reception ☎ 679.

AIRPORT

The nearest airport is Geneva-Cointrin at 85 km (about 56 minutes).

AIR CONDITIONING

You can adjust the temperature and ventilation of your room using the control box at the entrance to your room.

PETS

Dogs are allowed in the hotel only in standard rooms, we charge CHF 15.00 per day.

NOTICE

Your opinion is very important to us.

Please let us know your impressions on the enclosed satisfaction questionnaire.

LUGGAGE

Luggage can be safely deposited at the reception desk free of charge. You can ask for luggage assistance at the reception 24 hours a day ☎ 679.

BANKING AND CURRENCY EXCHANGE

Please contact reception ☎ 679 for information and opening hours of the banks.

BAR

The bar of our restaurant "La Terrasse" is located on the ground floor and is open until 23:00. Closed on Sundays from 18:00.

LAUNDRY, BREAKFAST & DRY CLEANING

All laundry deposited before 9.00 a.m. will be returned the next morning (excluding weekends).

You will find a laundry bag and a price list in your wardrobe.

An "Express - 1 hour" ironing service is available from 7.00am to 3.30pm with a 50% surcharge on the normal ☎ 679 service (subject to availability only)

An iron and ironing board can be brought to your room free of charge on request ☎ 679.

BUSINESS CORNER

At the reception, you can use the Business Corner free of charge. It has an internet station and a printer.

CREDIT CARDS

We accept the following credit cards: Mastercard, Visa, American Express, Maestro, Postcard. You can pay your bill in Euro (exchange rate is 1€ = 1 CHF) and Reka

THERMAL CENTRE

Located 300 meters from our hotel and including several swimming pools. Tickets for the pools are available at the reception desk at a reduced price.

NON-SMOKING ROOMS

All our rooms are non-smoking. Please refrain from smoking in the rooms. A cleaning fee of CHF 300.00 will be charged if this rule is not observed.

A smoking room is available next to the reception.

CHECK-IN & CHECK-OUT

Check-in is possible from 3 p.m. and we ask you to leave your room by 12 p.m. at the latest on the day of your departure.

SHOESHINE & POLISHING SPONGES

A shoeshine machine is located on the ground floor and polishing sponges are available in each room.

SAFE DEPOSIT BOX

Please always lock your room door. Each room is equipped with a safe. The hotel accepts no responsibility for valuables in the safe or in the room.

SEWING

A sewing kit is available in your room.

A sewing service is available on call at reception ☎ 679 (charged on request).

EXTRA BLANKETS & DUVETS

Please contact reception ☎ 679 if you require an extra blanket or duvet.

WATER

The hotel has a drinking water supply. A 50 cl bottle of Henniez Bleu water is provided in each room on arrival.

ELECTRICITY

220V alternating current throughout the hotel.

EXCURSIONS AND VISITS

The town of Yverdon and its region offer several excursions and activities. Boat trips on the 3 lakes (Neuchâtel - Biel - Murten), hiking and various sports activities in the area. The reception team will be happy to give you more information.

FAX

The fax service is open 24 hours a day at the reception. Sending: CHF 3.00 / page.

FIRE

All rooms are equipped with a highly sensitive smoke detector.

We kindly ask you to refrain from smoking in your room.

If the alarm is triggered unnecessarily, a fee of CHF 500 will be charged.

Please refer to the evacuation plan and the "In case of fire" sign posted on your room door.

- Call the reception desk: ☎ 679.
- Close the windows and evacuate the room
- Do not use the lift

INTERNET

Wi-Fi is available free of charge throughout the hotel. Ask for the access codes at the reception ☎ 679. You will find your access code on your desk.

NEWSPAPERS

Several local newspapers and magazines are available at the bar-restaurant "La Terrasse" and at the reception.

DOCTOR / DENTIST / PHARMACY

Day and night, we help you to find a doctor, a dentist, or an open pharmacy. Please call reception ☎ 679 at your service 24 hours a day.

MINIBAR, WATER & HOT DRINKS

In your room you will find a minibar with drinks and snacks at a charge. A 50cl bottle of Henneiz Bleu water and hot drinks are provided free of charge.

EMERGENCY NUMBER

☎ 117 Police

☎ 118 Fire brigades

☎ 144 Ambulance-doctor

☎ Yverdon Hospital 024 424 44 44

PILLOWS

Your room is prepared with synthetic stuffed pillows. We also have feather pillows or memory foam pillows available on request at reception ☎ 679.

UMBRELLA

Some umbrellas are available for you at the reception.

PARKING

The hotel has free private outdoor parking.

BREAKFAST

A rich breakfast buffet is served in the restaurant "La Terrasse" from 6:30 to 10:00 (from 7:00 to 10:30 on weekends). You can also have breakfast in your room for a supplement of CHF 9.00. You can contact ☎ 671.

PHOTOCOPIES

The photocopying service is available 24 hours a day at the reception.

Rates: CHF 0.30 per A4 black and white or color page.

COSMETICS AND HYGIENE PRODUCTS

You will find a selection of cosmetics and hygiene products in your bathroom. Reception will also provide you with any toiletries you may need (razor, toothbrush, etc.) free of charge.

RECEPTION

The reception staff is at your disposal 24 hours a day or by telephone ☎ 679.

MEALTIMES "LA TERRASSE"

- Breakfast 6.30am to 10.00am (7.00am to 10.30am at weekends)
- Lunch 12:00 to 13:30
- Dinner 7.00 pm to 9.30 pm

(except on Sunday evening, our restaurant is closed).

WAKING UP

We are happy to wake you up on request at reception 679.

ROOM SERVICE

Breakfast from 6.30 to 10.00 a.m. from Monday to Friday and from 7.00 to 10.30 a.m. from Saturday to Sunday.

A la carte during restaurant hours.

For room service a supplement of CHF 9.00 will be charged.

The reception is at your disposal to order the dishes from the menu of the restaurant "La Terrasse".

La Terrasse" restaurant menu that you wish to order.

Orders ☎ 671.

SEMINARS AND BANQUETS

The hotel has 6 modular air-conditioned rooms for 10 to 140 people, equipped with beamer and Wi-Fi. If you need rooms for meetings, conferences, seminars, or banquets, we will be happy to reserve them for you.

SILENCE

We would like to thank you for respecting the quietness of the guests in the hotel between 22:00 and 7:00.

Please adjust the volume of your television set so as not to disturb your neighbor's.

TAXI

We will be happy to arrange a transfer for you, please contact reception

☎ 679.

PHONE

For external calls, please dial 0 to get a line.

For international calls dial 00 + the country code, then your telephone number without the 0.

If you wish to call another room in the hotel, simply dial the number.

TELEPHONE & RADIO

A remote control is available in your room, with multiple national and international national and international channels.