

# Our Services summarized for you

Listed alphabetically

### Adapter

An adapter for most common plugs and various chargers are available on request at the reception for a deposit of CHF 30.00.

### Babysitter

Our reception team will be happy to help with the organisation.

### Banquet & seminar

Our seminar and banquet department will be happy to help you plan your event and show you our various rooms.

Contact Tel. intern  
4949

### Bank & ATM

The UBS is located opposite the Parkhotel Zug, the Zuger Kantonalbank is next to it  
Train station.

Opening hours: Monday-Friday | 09.00-17.00 | Saturday, Sunday & public holidays closed

### Brunch at aigu Restaurant

You can enjoy a special kind of Sunday experience with your family and friends in our restaurant. Let yourself be spoiled with culinary delicacies à discretion. Brunch is just the right thing to start a relaxed Sunday.

Sundays: 11.00-15.00 h

Prise per person CHF 65.00, Children from 4-15 y CHF 3.50 per year of age

Children up to 3 years free

Please reserve in advance. Contact Tel. intern 4747

### Breakfast buffet in the Secret Garden

Enjoy our rich breakfast buffet in the Secret Garden Restaurant.

Monday-Sunday: 06.30-10.00 h



## Garden Park

### Room-Service:

Breakfast in the room: 06.30-10.00 h

Please use the form provided and place it outside your room door by 03:00 h at the latest.

Warm and cold dishes: 11.45-21.30 h

You can find the room service menu «**aigu**'s Room Delivery» on the separate City Garden Welcome page.

The room service surcharge is CHF 15.00 for food and CHF 7.50 for drinks.

### Breakfast buffet in the aigu Restaurant

We are also happy to extend a warm welcome to City Garden hotel guests. Enjoy our extensive aigu Restaurant at the Park Hotel Zug breakfast buffet. We kindly ask you to make a reservation the evening before by calling internal number 4747.

Monday-Friday: 07.00-10.00 h

Saturdays: 07.00-10.30 h

Sundays: 07.00-10.00 h / Brunch: 11.00-15.00 h

### Car Rental

Hertz

Baarerstrasse 50, 6300 Zug

Tel: +41417601122

[www.hertz.ch](http://www.hertz.ch)

Sixt Autovermietung

Zugerstrasse 77, 6300 Zug

Tel. +41417695030

[www.sixt.ch](http://www.sixt.ch)

### Check out

We ask you to vacate your room by 12.00 h on the day of departure. On request for a later departure (12.00-18.00 h) the daily room rate will be charged, after 18.00 h the full room rate will be charged.

Your luggage can be deposited at the reception free of charge.

### Cinema

Kino Gotthard, Gotthardstrasse, 18, Zug | Tel. +41417261002

Kino Seehof 1 und 2, Schmiedgasse 8, Zug | Tel. +41417261001

Kino Lux, Dorfstrasse 29b, Baar | Tel. +41417261003

Information on the current cinema program is available from reception, from the daily newspapers or on the Internet at: [www.kinozug.ch](http://www.kinozug.ch)

### Computer

A workstation with a printer is available in the hotel lobby free of charge. We can also offer you a laptop for working in-house on request and availability



## Garden Park

### Currency Exchange

We will be happy to exchange the following currencies for Swiss francs at reception:  
Euros, US Dollars and British Pounds.

You can also pay the hotel bill in foreign currencies, you will receive change in Swiss francs. The hotel exchange rate depends on the day.

### Doctor

The practice of our family doctor is located at the following address and can be reached in 5 minutes on foot.  
Doctor's house Zug, Bahnhofplatz, Alpenstrasse 15, 6300 Zug. Phone +41417254000

### Dry cleaning / laundry

Ironing service within 60 minutes. Dry cleaning that is handed in before 09.00 h will be returned the following day. We return laundry for normal service on the same day. You are welcome to iron your clothes yourself free of charge, please ask at reception about the ironing room.

### Extra bed/extra bed for children

Please contact the reception to get an extra bed. Children aged 5 and under stay free in their parents' room. Please note that an extra bed is not possible in all rooms.

The extra bed from 6 up to and including 11 years is CHF 50.00 per night.  
The extra bed from the age of 12 is CHF 70.00 per night plus city taxes.

### Fitness & Sauna at Park Hotel Zug / Fitnesspark Eichstätte

Open daily from 07.00-10.00 h the gym and sauna are in the 2nd basement of the Park Hotel.  
Bath towels are available at the reception. The sauna is only switched on on request.

In addition, we offer all guests special conditions in an external fitness center, which is only a 5-minute walk away. Special price day ticket for our hotel guests CHF 23.00 instead of CHF 35.00.

Fitness Park Eichstätte, Baarerstrasse 53, 6300 Zug. Phone +41417111313

<https://www.fitnesspark.ch/standorte/luzern/eichstaette-zug>

Monday-Friday: 06.00-23.00 h  
Saturday & Sunday: 08.00-21.00 h

## Garden Park

### Fire alarm & fire

Please note the separate escape route description on the room door and at the elevator. In the event of a fire, please follow the telephone instructions.

### Danger:

In the event of a fire, do not use the lift / Elevator!



Fire alarm / Escape route

In the event of a fire alarm, follow the route marked on the escape plan (on the room door).  
The green fields with white writing show you the way to the nearest emergency exit.

### City Garden Zug

Follow the instructions of the employees and please do not use the elevators under any circumstances!  
After leaving the hotel, go to the assembly point in the parking lot behind the City Garden Hotel.



Fire Extinguisher

There is a fire fighting post marked **F** on each floor.



## Garden Park

### Hairdresser / Manicure

Our reception team will be happy to make an appointment for you.

### Hygiene products

You will find shower gel, shampoo, soap, shower cap and Kleenex in your room. Shaving kit or a dental kit are available for your comfort at the reception.

### Invoice receipts

In order to avoid misunderstandings, we ask you to provide your room number on restaurant and bar bills that you do not pay directly, to sign them and to check the name already printed on them.

### Kettle

A kettle with tea & coffee is available in the room free of charge.

### Linen & extra pillows

You can also order the following selection of bed linen for a comfortable night's sleep: more pillows, extra duvets, bathrobes and bed linen for people with allergies.

We can offer you the following selection of pillows: neck roll, neck pillows, millet pillows, spelled pillows, sheep's wool pillows & neck support pillows.

Would you like a daily linen change?

Contact City Garden intern: 6400

### Luggage Service

Our porters will be happy to help you carry your luggage. Please inform our reception in good time. Of course you can leave your luggage at the hotel reception after you have checked out.

Contact City Garden intern: 6400

### Mattresses

Our mattresses are all protected with air-permeable encasing. The encasings are washed regularly.

### Mattresses cleaning

In addition, our mattresses are deep cleaned once a year.

### Means of Payment

In addition to cash in CHF, euros and US dollars, the following cards are accepted: American Express, Diners Club, Mastercard, Visa, Postcard, EC-Maestro and Lunch-Checks. You are also welcome to pay with cryptocurrencies such as Bitcoin & Ethereum.

### Minibar

Each room is equipped with a minibar. During the daily cleaning, your consumption will be noted and forwarded to the reception. When checking out, please indicate if you have consumed any other items from the minibar.



## Garden Park

### Newspapers / Magazines

In the hotel lobby you have a selection of current German and English language newspapers and magazines, which are available to you during your visit to our bar, restaurant or lobby.

### Night Manager

Our reception at the Park Hotel Zug is staffed 24 hours a day. From 23.00-06.30 h please contact our Night Manager at the Park Hotel Zug directly.

Contact at the Park Hotel Zug intern: 4800

### Non smoking

The City Garden Hotel is a non-smoking establishments. Smoking is prohibited in the hotel rooms and throughout the hotel, as well in the apartments.

Failure to do so will result in a cleaning fee of CHF 300.00 per room.

### Parking facilities

#### Parking garage in the Park Hotel Zug

Our Park Hotel and City Garden Hotel guests can use the hotel's own garage at a special price of CHF 25.00 per night and vehicle. Please validate the entrance ticket at the reception in the Park Hotel.

#### Open-air parking at the City Garden Hotel

The use of the hotel's own parking spaces behind the City Garden Hotel is available for our Park Hotel and City Garden Hotel guests at a special price of CHF 15.00 per night and vehicle. Please validate the entrance ticket at the reception in the City Garden Hotel.

### Pets

Pets are welcome at the Park Hotel Zug & City Garden Hotel. For overnight stays in the room, the surcharge is CHF 25.00 per animal per night without food.

### Pharmacy

The nearest pharmacy is in the Metalli shopping center.  
It is open from Monday to Friday, 08.00-19.00 h and on Saturdays until 17.00 h

You will also find a pharmacy in Zug train station. The opening times are:

Monday to Friday: 07.00-21.00 h | Saturday & Sunday: 08.00-20.00 h

### Photocopies

Photocopies can be made at the reception for CHF 0.50 (black & white) and CHF 1.00 (color) per copy.

### «Please do not disturb»

If you don't want to be disturbed, please put the "DON'T DISTURB" door hanger on your room door. We are very happy to consider your request.

Please note that this sign will not clean your room.



## Garden Park

### Post

The post office at Laubenhof, Metallstrasse 9 in Zug can be reached in 5 minutes on foot and is open as follows: Mon-Wed & Fri: 07.30-19.00 h / Thu: 07.30-20.00 h / Sat: 9.00-17.00 h

### Room cleaning

Your room will be cleaned daily. The room cleaning by our housekeepers usually takes place between 08.00-17.00 h. If you would like housekeeping at a different time, please contact reception.

Contact City Garden intern: 6400

### Repairs

If you notice technical defects in your hotel room, please contact the reception. We will take care of rectifying the defect as soon as possible.

### Safe

Please keep all valuables in your hotel room safe (liability max. CHF 10,000.00). We assume no liability for items that are not kept in the safe. You are welcome to deposit larger valuables in our hotel safe at reception.

### Sewing service

Our housekeeping will be happy to help you with small sewing jobs, such as sewing on buttons

### Shoeshine

On the 2nd floor you will find a shoe shine machine. Our porter will be happy to do this for you on request.

### Swimming pool

The swimming pool is located in the «Résidence» annex of the Park Hotel Zug. Please ring the bell at the entrance (bell: Park Hotel reception), we will be happy to open it for you. Use your room key/card to open the swimming pool entrance on your right.

Bath towels: Please take these from your hotel room & return them to your hotel room. Additional towels are available at reception.

Opening hours daily from 07.00-10.00 h  
Pool size: 14 x 7 meters / Water temperature: 28° / 82.4F

### Terry towels

In many hotels, unused terry towels are washed every day.

For the sake of the environment, we only change your towels if you put them on the bathroom floor. Please note that the maids change the towels after every third day as standard. If you do not wish to use this service, please contact reception.

### Train Station & Bus Station

The SBB and bus station can be reached in a few minutes on foot. Tel: 0900 300 300 [www.sbb.ch](http://www.sbb.ch)



## Garden Park

### Taxi & Transfer

Our reception team will be happy to order a taxi for you on request.

### Tourist Information

Zug Tourismus, Bahnhofshalle Zug

Mon-Fri: 09.00-17.00 h

Sat: 09.00-12.00 & 12.30-16.00 h

Our Tourist Office is closed on all Sundays and public holidays.

<https://www.zug-tourismus.ch/en>

### TV + Radio

You can find available TV & radio programs using the «Guide» button on your remote control. Use the «Option» button to switch to radio.

### Umbrellas

We will be happy to provide you with an umbrella for a deposit of CHF 30.00. Please contact the reception. You are also welcome to purchase an umbrella for CHF 25.00.

### Wake up call

Please report your wake-up call to reception.

Contact City Garden intern: 6400

### Waste

Waste is avoided as far as possible and disposed of separately. Recyclable materials are returned to the material cycle. Waste separation is very important in our houses. New employees are trained so that mistakes in the form of indifferent behavior or ignorance are avoided from the outset. We separate batteries, glass, waste paper, cardboard, PET, aluminium, kitchen waste and special waste.

### WIFI Internet in all buildings

Internet is free throughout the houses.

- Connect to the WiFi network gardenpark-guest
- Accept the terms and conditions and click Next.