

Welcome !!

The team of the Hotel Pestalozzi Lugano wishes you a pleasant stay. This information will help you to feel at home from the first day on.



WIFI

Hotel Pestalozzi
PW: Welcome-6901

GENERAL INFORMATION

Animals

Animals are admitted. We charge a supplement of CHF 10 per day, per animal which doesn't include food.

Arrival

The rooms are at your disposal from 2.00 p.m.

Breakfast

We serve breakfast from 06.00 until 10.00 a.m. in our restaurant on the ground floor. For breakfast in your room there is a charge of CHF 5 per person, per day. You are kindly requested not to take food from the breakfast buffet for your excursions.

Picnic lunches can be ordered directly at the front desk.

Book directly

Book directly online on our website and you'll receive:

- Best price guarantee
- Gifts and vouchers by clicking on the option
- Free printout of your travel documents

Our website: www.pestalozzi-lugano.ch

Cleaning – laundry service

Dry cleaning is done outside of the hotel by a professional dry-cleaner. For small fee, the hotel provides a 24-hour laundry service directly at the hotel.

Complaints

It is important for us that you enjoy your stay at our hotel so if there should be any problem, please contact the hotel manager. We will do our best to solve the problem.

Credit cards

We accept the following credit-cards: VISA, Mastercard, EC-direct, Maestro, Postcard, Diners, American Express, CUP, JCB, Twint und Reka-Direkt.

Damages

Please contact the front desk in the event of damages or technical problems.

Departure

On the day of your departure please leave your room no later than 11.30 a.m. If you intend to leave early in the morning (before 07.00) or if you require a special address for your invoice, please settle your bill the day before your departure.

Doctor

Should you require medical assistance, please, contact the front desk and we will call a doctor or, if need be, an ambulance.

Facebook

We are on Facebook!! Become a fan of: **Hotel Pestalozzi Lugano** and give us an "I like"!

Fire

There are fire extinguishers on every floor. In the event of a fire, leave your room immediately but please keep doors and windows closed as oxygen would only enlarge the fire. **The meeting place for all our guests is in Via Pietro Bianchi - in front of the hotel entrance - opposite the Osteria Cyrano.**

Fridge/Minibar

On request we can put a small fridge in your room - cost CHF 5 per day - contact the reception.

Gym - AREA 61

On the 4th floor – room **61** there is a small gym with a treadmill, an exercise bike and weights up to 5 kg. Opening hours: 07.00 a.m. to 8 p.m. The use of the gym facilities is at the risk of our guests and the hotel declines any and all responsibility in connection thereto.

Hairdryer

The category CLASSIC and MODERN rooms are equipped with hairdryers. For rooms of the category BASIC BUDGET, hairdryers can be borrowed at the front desk.

Hairdresser

For an appointment please contact the front desk.

Information

The front desk is open from 07.00 a.m. to 10.00 p.m. We are at our disposal for any questions or recommendations so don't hesitate to contact us.

Instagram

Follow us on Instagram and share your special moments with us with the hashtag **#hotelpestalozzilugano**.

Internet

Guests can use the free WIRELESS LAN system throughout the whole hotel. Network: Hotel Pestalozzi – Password Welcome-6901

Liability

We draw your attention to the fact that the hotel declines any responsibility/liability for valuables such as jewelry and sums of money, which are not deposited in the safety box in your room (if available) or at the front desk. For further information please see under "SAFTEY BOX".

Luggage

You can deposit your luggage free of charge at the reception the day of your arrival and that of your departure.

Meetings & banquets

For all kind of events the hotel offers various sized rooms for up to 120 persons. For details, please contact the front desk.

Money exchange

You can change money (Euros, Dollars and English Pounds) at the front desk from 07.00 a.m. to 10.00 p.m. We don't accept cheques of any kind.

Night watchman

If you need something during the night, please call our night watchman (tel. n° 500) – who will help you.

Parking

In front of the entrance to the hotel there are a small number of parking spaces available to our guests. We can also provide other parking possibilities (see below Parking area) close to the hotel. Please note that the hotel declines any and all responsibility for damages to the car or for thefts thereof.

Parking area

Our clients can purchase a special parking ticket (there is no time limit but the tickets are valid for only one exit) which can be used for the Balestra, Piazza Castello and Campo Marzio parking lots.

Pharmacy

The closest pharmacy is the Farmacia Pelli situated in Corso Pestalozzi. On weekends and holidays ask the front desk for the name of the pharmacy on duty.

Print documents

Send your document/s to our e-mail address (info@pestalozzi-lugano.ch) and we will print them out for you (no charge for travel tickets, other documents or copies: CHF 0.20 per page).

Review - comments

Write your review or your comments on one of the popular internet portals such as www.google.com, www.tripadvisor.com or www.holidaycheck.ch.

Restaurant “Pestalozzi”

In our restaurant we offer a vast choice of local, Italian and vegetarian specialties, homemade pasta and sweets as well as gluten-free dishes. Every day open from 11.30 to 14.30 and from 18.00 – 22.00. The restaurant also offers an interesting choice of local and Italian wines.

Room service

There is a charge of CHF 5 per person for room service.

Safety box

We strongly advise our guests to deposit valuables such as jewelry, sums of money and securities in the safety box in the room or, if not available, in the hotel safe at the front desk. The deposit can be made from 07.00 a.m. to 10.00 p.m. and the service is free of charge.

Services

For the following services please contact the front desk:

- Extra pillows or blankets, different kinds of pillows
- Tooth brush sets, shaving sets, sewing set
- Laundry service, possibility to iron
- Water boiler or fridge in the room

Shoes

Shoe shining machines are available on the floors.

Telephone

Every room has a direct dial telephone. Phone calls will be charged directly to your hotel bill.

To call outside: dial first “0”

Front desk: 500

Restaurant: 504

Charges: CHF 0.15 per minute for calls in Switzerland
CHF 0.30 per minute for calls to Swiss mobile phones
CHF 0.50 per minute for calls to European countries or the USA
CHF 1. — per minute for Asia, South America, etc.

Ticino Ticket

This ticket entitles guests to use, free of charge, all public transport in Ticino during their stay and offers reductions from 20 to 50% for a lot of tourist attractions. Please request the tickets at the front desk.

Transfers

We can reserve your transfer to the Lugano train station or to the Lugano airport. Please contact the front desk the evening before your departure.

Voltage

220 volts. If you need converters, please contact the front desk. A deposit of CHF 10 will be requested.

Wake-up call

Please contact the front desk for your wake-up call.

Whatsapp

Here is our Whatsapp number for a quicker and easier communication - **+41 (0)79 458 58 33** – we answer from 07.00 to 22.00

WIRELESS LAN System – see under Internet