

Our Services summarized for you

Listed alphabetically

Adapter

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

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 at the Park Hotel or at the City Garden Hotel 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 Restaurant

Enjoy our rich breakfast buffet in the Secret Garden Restaurant.

Monday-Friday: 06.30-10.00 h

Saturday: 07.30-10.30 h (on request)

Sunday: closed. We are pleased to serve your breakfast at the aigu Restaurant at the Park Hotel.



Garden Park

Breakfast buffet in the aigu Restaurant

We are also happy to extend a warm welcome to our apartment 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 hrs

Saturdays: 07.00-10.30 hrs / Late Riser shopping breakfast 08.00-12.30 hrs

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

Car Rental

Hertz

Baarerstrasse 50, 6300 Zug

Tel: +41417601122

www.hertz.ch

Sixt Autovermietung

Zugerstrasse 77, 6300 Zug

Tel. +41417695030

www.sixt.ch

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

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

Dry cleaning and laundry that is handed in at the Park Hotel Zug before 09.00 a.m. will be returned the following day - laundry for the normal service will be returned on the same day. You are welcome to iron your own clothes free of charge in the basement.

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.

Garden Park

Fitness & Sauna at Park Hotel Zug / Fitnesspark Eichstätt

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 33.00.

Fitness Park Eichstätt, 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

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.

Hairdresser / Manicure

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



Garden Park

Hygiene products

You will find a mini shower gel, shampoo and soap in your bathroom as initial equipment. A shaving set or dental kit for your well-being is also available at 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 (starter kit with 6 portions included) is available in your room.

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.

Contact Park Hotel intern: 4800

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 Park Hotel intern: 4800

Mattresses

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.

Newspapers / Magazines

In the Park Hotel or City Garden 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



Garden Park

Non smoking

The apartments are all non-smoking. Smoking is prohibited.

In case of non-compliance we charge a cleaning fee of CHF 300.00 per flat.

Parking facilities

There is an outdoor car park directly at the City Garden Hotel, just a 2-minute walk from the flats. The cost is CHF 15.00 per night or CHF 210.00 per month per car.

Depending on availability, we also offer the possibility to organise an underground parking space for CHF 295.00 per month per car.

Pets

Pets can only be kept in the apartments with permission. Please ask us first.

Pharmacy

The nearest pharmacy is located in the Metalli shopping centre. Metalli Pharmacy, tel. +41 41 710 74 23. It is open from Monday to Friday, 08.00-19.00 and on Saturdays until 17.00.

You will also find a pharmacy at Zug railway station, tel. +41 41 720 10 00.

The opening hours are

Monday to Friday: 07.00-21.00 hrs | Saturday and Sunday: 08.00-20.00 hrs

Photocopies

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

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 apartment will be cleaned once a week. Room cleaning by our housekeepers normally takes place between 08:00 and 17:00. If you would like the room cleaning service at a different time, please contact reception.

Contact Park Hotel intern: 4800

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.



Garden Park

Safe

Please keep all valuables in the hotel safe in the Park Hotel Zug at reception (liability max. CHF 10,000.00).

We accept no liability for items that are not kept in the safe.

Sewing service

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

Swimming pool

The swimming pool is located in the neighbouring building "Résidence" of the Park Hotel Zug. Please ring the bell at the entrance (bell: Park Hotel Reception) and we will be happy to open the door for you. Use your card to open the entrance to the swimming pool on your right.

Bath towels: Please take these with you from your apartment. 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

The bed linen and towels are changed once a week.

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

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

Available TV & radio programmes can be found in the hotel folder.

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.



Garden Park

Wake up call

Please report your wake-up call to reception.

Contact Park Hotel intern: 4800

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.