

EST.1901

VITZNAUERHOF

VITZNAUERHOF | HOTEL A–Z | Seestrasse 80 CH-6354 Vitznau

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VITZNAUERHOF

Hotel A - Z
GUEST INFORMATION

Your guide to a relaxing stay on Lake Lucerne
Hotel Vitznauerhof · Seestrasse 80 · CH-6354 Vitznau · +41 41 399 77 77 · info@vitznauerhof.ch

A Warm Welcome

We are delighted to have you with us. Our boutique hotel is located directly on Lake Lucerne, at the foot of Mount Rigi.

This alphabetical guide will help you quickly find information about our services and facilities.
Our team will be happy to assist you personally with any special requests.
Please note: Opening hours, availability, prices and individual services may vary depending on the season.

A

Adapters

European and international travel adapters, as well as charging cables, are available at Reception.

Air Conditioning

Our hotel does not have air conditioning. However, a fan is provided in every room for your comfort.

Arrival / Directions

You can reach us by car via Küssnacht am Rigi and Weggis along Seestrasse. By public transport, we recommend the boat service from Lucerne to Vitznau. Train connections via Küssnacht am Rigi or Schwyz can be combined with a taxi ride. Our team will gladly help you plan your journey.

Allergies

Please inform us in advance of any food allergies, intolerances or special requirements.
Our restaurant team will be happy to explore suitable options.

B

Bathrobe

A wellness bag containing bathrobes, bath towels and slippers awaits you in your room.

Boat dock
We have our own boat dock, which is available to hotel guests and external visitors by prior reservation, subject to availability.

Boat Rental
We offer an electric boat, a Bayliner motorboat, a sailing boat and an Otter for hire. Boats are available by advance reservation for a fee. No boating licence is required for the electric boat or the Otter, a licence is required for the Bayliner and sailing boat. A skipper and wakeboard can be booked on request for the Bayliner. Further information is available at Reception.

Boat Trips
You can travel by boat from Lucerne to Vitznau. Lake Lucerne excursions follow the shipping company's timetables. Tickets and boat timetables are available at Reception.

Breakfast
Breakfast is served daily from 7:00 to 11:00 am in Restaurant Inspiration. Enjoy our generous breakfast buffet and freshly prepared egg dishes à la carte. Breakfast is also available through room service on request.

C
Check-in
Your room is guaranteed to be ready from 3:00 pm. You are welcome to arrive before the official check-in time and enjoy our hotel amenities. Even if your room is not yet ready, you may already use our facilities, including the spa and wellness area and our restaurants.

Check-out
Check-out is until 12:00 noon. Late check-out is available on request for an additional charge, subject to availability. You are welcome to leave your luggage with us and continue parking your car at the hotel after check-out.

Clothes Hangers
Need additional clothes hangers? Please contact Reception and we will bring them directly to your room.

Concierge Service
Our team will be happy to assist with excursions, transfers, restaurant requests and personalised experiences.

D
Daily Bed Linen Change
We will gladly change your bed linen daily on request.

Dining
Our dining options include Restaurant Inspiration, Restaurant Sens and the panoramic terrace.
We recommend making a reservation for your preferred time.

Direct Booking
Rooms and suites can be booked through our official website.

Dogs
Your four-legged companion is warmly welcome! To ensure a comfortable stay, we provide a cosy dog bed, a bowl and a small welcome treat. We will charge CHF 35.00 per night.

Dress Code
Our dress code is casual. We simply ask that you do not visit our restaurants in swimwear.

E

Events
Vitznauerhof hosts culinary, cultural and seasonal events. Current dates and tickets can be found in the events calendar on the hotel website.

Experiences
In addition to boat trips and excursions to Mount Rigi, the region offers walks, hikes and many other activities.

Extra Requests
Whether you are planning a surprise, a special occasion or an individual service, please let our team know your wishes as early as possible.

F

Families
Families are warmly welcome. We offer spacious family suites as well as baby cots and children's beds on request. All our hotel facilities are easily accessible with children.

Fitness
Our small, well-equipped fitness room is located on the lower ground floor, directly next to the spa area and is available for your daily workout. It is open from 8am to 8pm.

Functions & Celebrations
For private parties, weddings, corporate events and seminars, you can request bespoke quotes from our events team.

G

Gift Vouchers
Hotel gift vouchers are available through our official voucher shop. Please refer to the respective voucher for redemption conditions.

H

History

Would you like to learn more about the history of Vitznauerhof? Our staff will be delighted to help at any time. Our director also loves sharing the story of the hotel, bringing it to life with historical photographs.

I

Information

Reception is your first point of contact for questions about the hotel, the region and planning your stay.

Internet

Complimentary Wi-Fi is available throughout the hotel.
Network: _VITZNAUERHOF_ Password: Seeblick
Then simply register using your own email address or telephone number.

Iron / Ironing Board

Need an iron or ironing board? Please contact Reception. We will gladly bring both directly to your room.

L

Lucerne

The city of Lucerne can be reached by boat and other public transport services. Reception will be happy to help you choose the best connection.

Luggage

For assistance with luggage, storage before check-in or after check-out, or help on arrival, please contact Reception.

M

Massages & Wellness Treatments

We offer a selection of relaxing massages. Our massage menu is available at Reception, where our team will be happy to assist you with bookings and any questions.

Mount Rigi

Mount Rigi offers spectacular views, hiking trails and mountain railway experiences. Please check the weather, operating hours and appropriate equipment before your excursion. Tickets and hiking maps are available at Reception.

Mountain Railways & Excursions

Mount Rigi is a popular excursion destination close to Vitznau. Timetables and tickets are available directly at Reception.

N

Night-time Quiet

Please be considerate of other guests and avoid unnecessary noise, particularly at night, in rooms, corridors and outdoor areas.

O

Opening Hours

Restaurant, spa and service hours may vary seasonally or on event days. Please refer to the hotel's current daily information.

P

Panoramic Terrace

Our panoramic terrace invites you to enjoy views of Lake Lucerne. Opening times and offerings depend on the weather and season.

Payment

We accept Mastercard, Visa, American Express, PostFinance, TWINT and cash payments in Swiss francs (CHF). Cash payments in other currencies are not accepted.

Payment & Cancellation Terms

The conditions of your confirmed reservation apply. Please check your rate conditions before making changes or cancellations.

Pillows

You will find an extra pillow in the wardrobe. Do you need another pillow or a special health pillow? We'd be happy to provide one on request. Simply contact our reception desk.

Public Transport

Boats and regional bus and train connections make it easy to explore Central Switzerland. Current timetables: sbb.ch and the respective transport operators.

Q

Quality & Feedback

Your feedback matters to us. Please speak directly to our team if something does not meet your expectations or if you have suggestions for improvement.

R

Reception

For questions, requests or assistance, call +41 41 399 77 77.
Reception is staffed 24 hours a day.

Restaurant Inspiration / Panoramic Terrace

Restaurant Inspiration offers light, modern, seasonal cuisine featuring creative plant-based dishes, which can be complemented with regional meat or fresh fish on request. In summer, when the weather is pleasantly warm, dining takes place on our panoramic terrace instead of inside the restaurant. Open during the hotel season according to seasonal opening hours. Table reservations can be made at Reception.

Restaurant Sens

Our pop-up restaurant offers unique culinary experiences during the summer months, featuring selected guest chefs and creative menus right on Lake Lucerne. Table reservations can be made at Reception.

S

Safe

A safe is located inside your wardrobe for the secure storage of valuables. If you need help operating it, Reception will be happy to assist.

Seasons

The region is attractive at any time of year. Vitznauerhof also promotes winter stays and offers; availability and services depend on the season.

Sewing Kit

A sewing kit is available from Reception.

Spa & Wellness

Our spa directly on Lake Lucerne invites you to relax and unwind. Enjoy the sauna, steam bath, experience showers, outdoor whirlpool, relaxation areas and wellness bar. Four treatment rooms are available for soothing treatments. Direct access to the lake offers a refreshing dip, while our gondola sauna with lake views is a special highlight during the cooler winter months. Opening hours: daily from 8:00 am to 8:00 pm.

T

Taxis & Transfers

The hotel will be happy to help arrange a taxi, for example from railway stations or airports.

Telephone

Hotel main number: +41 41 399 77 77. Our room telephones allow external calls. To reach Reception, please dial #800. Our team will be happy to help if you have any questions about using the room telephone.

Toiletries

Various toiletries, including toothbrushes, vanity kits, shaving kits, sanitary pads and condoms, are available at Reception.

W

Water Sports

Our stand-up paddleboards are available on a first-come, first-served basis. We also offer various boats for hire. Further information can be found under “B – Boat Rental” or at Reception.

Weddings

Vitznauerhof offers venues and services for weddings and private celebrations. Our events team will be happy to prepare a personalised quotation.

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24-Hour Room Service

Our room service is available around the clock: breakfast from 7:00 to 11:00 am, lunch from 12:00 to 2:00 pm, Lake View menu from 2:00 to 6:00 pm, dinner from 6:00 to 9:00 pm, and night menu from 9:00 pm to 7:00 am. Please note that a room-service fee of CHF 10.00 is charged per order.

We wish you an unforgettable stay at Vitznauerhof, filled with special moments, culinary delights and relaxation. Our team is always happy to assist with any questions or requests. We are delighted to have you with us!

Raphael Herzog
and the Vitznauerhof Team