INFORMATION

METROPOLE HOTEL
INTERLAKEN









HERZLICH WILLKOMMEN
WELCOME
أهلاً وسهلا

****HOTEL METROPOLE INTERLAKEN

VERSION 2026/01

****Hotel Metropole | Höheweg 37 | 3800 Interlaken | Tel.: +41 (0)33 828 66 66 | Fax: +41 (0)33 828 66 33
www.metropole-interlaken.ch | mail@metropole-interlaken.ch

INFORMATION

HERZLICH WILLKOMMEN

In dieser Gästeinformation haben wir für Sie nützliche und interessante Informationen von A bis Z zusammengefasst. Sie helfen Ihnen, sich in unserem Hotel sowie in Interlaken wohl zu fühlen.

Wir wünschen Ihnen einen angenehmen Aufenthalt.

Ihr Metropole-Team

INHALTSVERZEICHNIS:

Herzlich Willkommen 02
W-LAN 03
Geschichte 04-05
Restaurations-Angebot 06
Information von A-Z 07-13
Für die Umwelt 14

WELCOME

This guest information provides all the necessary and useful facts from A to Z. It should be for your utmost benefit and enhance your enjoyable stay at the Hotel Metropole as well as in Interlaken.

We wish you a pleasant and enjoyable stay!

Your Metropole team

INDEX:

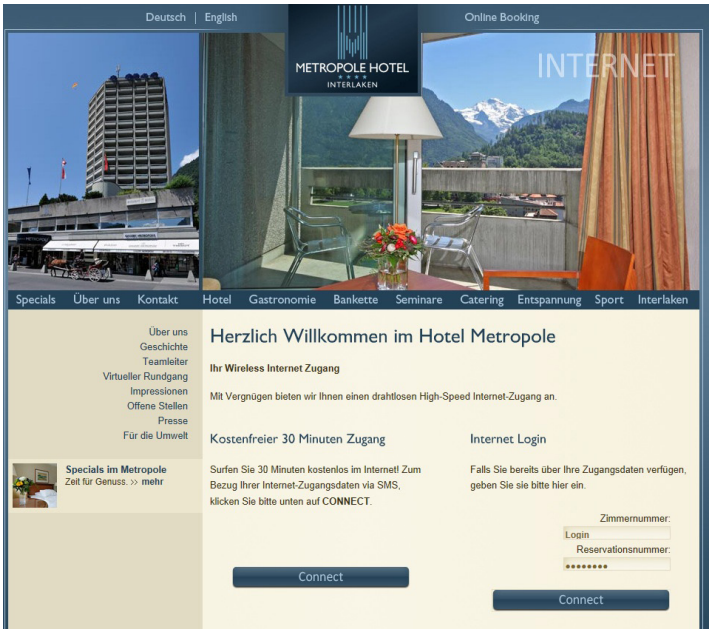
Welcome 02
Wireless lan 15
Annals of the Hotel Metropole 16-17
Restaurants 18
Information from A-Z 19-25
Environmental awareness 26



W-LAN

METROPOLE HOTEL
INTERLAKEN

Please follow these steps to access our wireless Internet:



LEFT SIDE: FREE 30MIN INTERNET ACCESS FOR EVERY HOTEL GUEST PER DAY

1. Switch off the airplane mode, if you use the Internet on your smart phone.
2. Activate the wireless LAN (network: Hotel Metropole AG)
3. SMART PHONE: The Internet browser with the homepage opens automatically.
   LAPTOP: Open the Internet browser and our homepage in order to get to the welcome page.
4. Click „Connect" on the left side.
5. Enter your mobile phone number, including the country code.
6. You should receive a text message with the access code within a very short time.
7. Enter this code (valid during your stay).
8. Now you have 30 minutes of free wireless Internet access.
9. If you have used up the 30 minutes, you can repeat the process every day.

If you have dificulties obtaining the code by text message we kindly ask you to contact the hotline under the telephone numer +41 (0) 800 666 966 (local tarif) or to contact our front desk.

RIGHT SIDE: INTERNET LOGIN FOR *MORE SURFING*

Our seminar and conference guests and guests that have booked directly with us enjoy free wireless Internet access. Group and individual travellers who have booked through an agent, may use the wireless Internet for CHF 7.00 per stay.

1. Enter your room number in the first field
   (2-digit room numbers should add a „0" before their room number).
2. Enter your reservation number in the second field.
   >Incaseyoudonotknowyourreservationnumber,pleasecontactourreceptiondeskunderthe telephone number 666.
3. Click „Connect".
4. Now you may enjoy free wireless Internet access.



HISTORY

HOSPITALITY BY TRADITION

„The Big Giant“, the Hotel Metropole, has become a landmark of Interlaken, visible from afar.

1904	The foundation for the old Hotel Metropole was laid down. After the Second World War, the house needed renovating and the owner, the Bernese Kantonal Bank, decided to tear down the building and to replace it with a new structure.
1969 -1971	The new Hotel Metropole was built in roughly two years and the opening took place in December 1971.
1977	Through renovating the former Hotel „Adler“ the Résidence Metropole was built.
1984 - 1985	All the rooms and bathrooms were renovated in the winter months.
1988	The open inner courtyard was covered with a glass roof, thus the current entrance hall was created. At the same time, the terrazzo and the swimming pool were renovated.
1990	The ownership changed to the family Zimmermann. The romantic Hotel “Wilden Mann” in Lucerne is also in their possession.
1994	The specialty Restaurant Bellini, formerly known as Restaurant “Charolais”, was renovated.
2000	The quality seal, level 1 (Q) was achieved.
January 2001	The quality seal, level 2 (QQ) was achieved.
February 2001	The rooms from the 10th to the 14th floor were remodelled into Deluxe Category. As a novelty, there are now two suites.
April 2001	The Hotel Metropole received „The Golden Fish“ award.
May 2002	Membership to the “Swiss Quality Hotels International” organisation.
October 2002 & 2010	The Hotel Metropole received an award in the “Guide Bleu”.
February 2003	Expansion of the in-house laundry through the acquisition of the former laundry BWC.
April 2003	The rooms from the 07th through the 09th floor were remodelled into Deluxe Category. At the same time, “face-lifting” of the East-side entrance and the Panoramic Restaurant Top o’Met was taking place.
January 2004	The internal laundry services were moved to the “Wäsche-Perle AG”.
July 2004	The Hotel Metropole became the first Nordic Fitness Hotel of the Jungfrau Region.



GESCHICHTE

July 2004	The Hotel Metropole became the first Nordic Fitness Hotel of the Jungfrau Region.
28. December 2004	The Hotel Metropole was successfully certified without concessions through the internationally known quality norms ISO 9001:2000.
Feburar 2005	The Hotel Metropole also received quality honour QQQ from Swiss Tourisms.
November 2005	Distinction for the Best Quality Award Hotel of the year 2005 at the annual gala event of CONNEX.
April 2007	The rooms in the Standard Category were renovated and impress with their functionality paired with comfort.
Autumn 2009	The Hotel Metropole received the award "Winner for European Mountain Region-Hotels" from Expedia.
February 2010	The beauty salon "Designers Coiffure" reopened its doors after a complete renovation of the premises. A former meeting room (Salon XI) was divided into two new offices: one for the administration office of "Designers Coiffure" and the other for "Securitas AG". Additionally, a new Smoker's Lounge was inaugurated near the Metro Bar.
December 2010	Switzerland's first "Longines" Shop opened its doors at the Hotel Metropole. Part of the construction for the new shop was also the complete renovation and re-design of the the main entrance.
Febraury 2011	Europcar of Interlaken moved their location into the Hotel Metropole to an office next to "Designers Coiffure".
June 2011	The Hotel Metropole is awarded from Travelife with the Gold Award for its environmental awareness and commitment to sustainability.
December 2011	The Hotel Metropole is awarded with the Gold Award from Great Rail Journeys for its food.
January 2013	The Hotel Metropole is awarded with the Gold Award from the guests of Great Rail Journeys for its service.
May 2013	The Hotel Metropole is awarded with the certificat "Excellence 2013" by TripAdvisor. The certificate is awarded to companies that receive consistently high ratings from TripAdvisor. The Hotel Metropole is thus one of the 10% of the most successful companies in the world, on TripAdvisor.
June 2014	The "Terrazzo" level has been completely renovated. The new fitness area with the renovated sauna are opened. At the newly established lounge we offer a business corner and a self-service area.
January 2019 - 2026	Each January to April we have completely renovated the 03th to 14th floor. The new rooms are classically furnished with a beautiful with comfort and modern style



RESTAURANTS

BREAKFAST



Start your day with our extensive and balanced breakfast buffet! Breakfast is served on the 1st floor

(Elevator: press button "Restaurant & Konferenz").

Breakfast costs are CHF 25.00 per person

Children under 6 years are free of charge.

Opening hours: Daily from 06.30 am until 10.00 am

PANORAMIC RESTAURANT TOP O'MET, 18TH FLOOR



Enjoy gorgeous views over the lakes of Thun and Brienz as well as the famous Bernese Alps from the Panoramic Restaurant Top o'Met. Meet your friends high over the rooftops of Interlaken and experience our Swiss cuisine close to the skies.

Opening hours:

Daily from 10.00 am until 10.00 pm

Hot meals are served from 11.30 am until 02.00 pm

and 06.00 pm until 09.30 pm

METRO BAR



You may find our Metro Bar opposite the reception desk in the hotel lobby. This would be a perfect place to reflect on an unforgettable day you spent in the Jungfrau area over a glass of wine or with a little snack.

Opening hours: Mo-Sa from 05.00pm

INFORMATION A-Z

METROPOLE HOTEL
INTERLAKEN

A

ADAPTER: You may obtain adapters at the reception desk.

AIR CONDITION: Our rooms are not equipped with an air condition. You may obtain a fan free of charge at any time at our reception.

B

BANQUETS / CONFERENCES: Are you interested in holding a banquet or conference in our hotel? Please ask for our brochure at the reception desk or make an appointment with the responsible person.

BANK: The next ATM/cash machine is located 20 meters to the right from the main entrance of the hotel in the same building.

BATHROBES: Please find more information on that subject under "Supplementary articles".

BATHTUB MATS: For your personal safety, we provide non-slip mats for inside the bathtub. Please inqire at the reception desk.

BREAKFAST BOX: We are glad to prepare a breakfast box for you in case it is not possible for you to go to the breakfast buffet and it is included in your booking rate. Please let us know the day before until 06.00 pm the latest.

BUSINESS CORNER: In our lounge we offer an internet station with a printer, Skype and USB-access (please press "fitness/sauna/lounge" in the elevator). The use is free of charge.

C

CAR RENTAL: You will find a Europcar agency in the adjacent building of the hotel.

Opening hours:	Monday through Friday	07.30 am until 12.00 am and 01.30 pm until 05.30 pm
	Saturday (April through September)	08.00 am until 12.00 am
	Saturday (October through March)	closed
	Sunday	closed

For more information on a car rental, please inquire directly at their office or call +41 (0) 33 823 28 40.



CHECK-IN: We guarantee your check-in at 03.00 pm.

CHECK-OUT: Check-out time is 11.00 am. Upon availability, you may extend your stay until 06.00 pm at 50 % of the room rate. After 06.00 pm we need to charge the full room rate to your account. Please inform the reception desk until 10.00 am the day of departure! We gladly store your luggage at no costs in our luggage room.

INFORMATION A-Z

METROPOLE HOTEL
INTERLAKEN

CHURCH SERVICES: You may find an Evangelical Protestant as well as a Roman Catholic Church in Interlaken. There is also an Islamic Center in the area. Please ask at the reception desk for the days and times of services.

CIGARETTE VENDING MACHINE: You will find a cigarette vending machine close to the reception desk and the side entrance of the hotel. Please note the age restriction (18 years). Tokens are available at the reception.

CONFERENCES / BANQUETS: Are you interested in holding a banquet or conference in our hotel? Please ask for our brochure at the reception desk or make an appointment with the responsible person.

COOKING: Due to security reasons it is strictly forbidden to do any kind of cooking in our rooms because of fire danger. Please, do not use any type of stove, water heaters or anything similar.

D

DOGS: Your dog is welcome in our hotel. We will have to charge CHF 15.00 per night and dog, not including dog food.

E

ELECTRICITY: The electrical plugs in our rooms and bathrooms have 220 Volt. Adapters are available at the reception desk.

EXCHANGE SERVICE: You may exchange the usual currencies at the reception desk or in the bank which is located 2 minutes walking distance to the right of the front entrance.

EXCURSIONS / TRIPS: Pamphlets, brochures and timetables as well as other useful information can be found at the reception desk. As well we can sell tickets at the reception, e.g. for the Jungfraujoch or the Schilthorn. Please contact the reception at any time.

F

FAN: Please find more information under “Supplementary articles”.



FLOWERS: With pleasure our reception staff organizes flowers for you.

FITNESS: Our fitness area is open 24 hours (except for Wednesday mornings due to cleaning). Please press “fitness/sauna/lounge” in the elevator. Extra towels are at your disposal at the fitness area.

METROPOLE HOTEL
INTERLAKEN

G

GALLERY METROPOLE: Please visit the Gallery Metropole next to the main entrance.

Opening hours: Daily from 08.00 am until 10.00 pm
(July until August 08.00 am until 10.30 pm
November until March 09.00 am until 10.00 pm)

GIFT CERTIFICATES / VOUCHERS: Are you looking for a special gift idea? Please consider a gift certificate for a stay in our hotel, a meal or brunch in our restaurants or a massage. You may obtain a gift certificate at the reception desk at any time.

H

HAIRDRESSER: "Designers Coiffure", a hairdresser salon is located on the ground floor and has the following opening hours:

Tuesday through Thursday	08.00 am until 06.00 pm
Friday	08.00 am until 09.00 pm
Saturday	08.00 am until 02.00 pm
Sunday and Monday	closed

Please make the appointment directly at the hairdresser or by calling +41 (0) 33 821 22 22.

HAIRDRYER: You can find a hairdryer in the bathroom.

HANGERS (WOOD): 3x each for clothes as well as 3x incl. pants holder, you will find in our closets, in your room.

HALF BOARD: If your reservation only includes breakfast, it is possible to book the dinner directly at the reception. Our 4-course half-board menu is available at the rate of CHF 55.00 per person. Please contact the reception for further information.

I

IRONING: For security reasons it is not permitted to iron in the rooms. You can find an ironing room for your convenience on the 3rd floor.

L

LAUNDRY: If you would like to do your own laundry, we kindly ask you not to dry your laundry in your room but to use the laundry rack on your balcony. In Interlaken public laundries are available. Please contact the reception for further information.



LAUNDRY-SERVICE: Please complete the laundry list carefully, put it together with your laundry into the provided laundry bag. Laundry collected before 09.00 am will be returned the following evening. Express laundry service will be returned the same day at additional 50% service cost and when collected before 09.00 am.

INFORMATION A-Z

METROPOLE HOTEL
INTERLAKEN

LINEN CHANGE: Our company has a environmentally and economically conscious policy , as a consequence changes your sheets only every 3rd overnight stay. Should you wish to have them changed on a daily basis, we ask you to inform us accordingly. Please leave the towels you would like to have changed in the bathtub or the shower.

M

MASSAGE: Enjoy a massage for the well-being of your body, mind and soul for complete relaxation. Please contact the reception desk for more information.

MEDICAL ASSISTANCE: Please contact the reception desk under the telephone number 666 for any medical assistance.

MINIBAR: All our rooms are equipped with a minibar. A price list is next to the minibar.

N

NEWSPAPERS: You may find a selection of Swiss newspapers at the reception desk free of charge. We can also obtain other newspapers for you at an additional charge.

NON-SMOKING ROOMS: We ask you to refrain from smoking in the rooms. Smoking is allowed on balconies or in our comfortable smoker's lounge on the ground floor. If you smoke in the rooms, we will charge a fee of CHF 50.00. Thank you for your understanding

P

PARKING: Hotel guests benefit from a special parking rate on our premises. Outdoor parking costs CHF 9.00 and garage parking is CHF 16.00 per day. Please validate your parking ticket at the reception desk.

PHONE CALLS: Dial 0 to make an outside call. Dial 9 plus the room number to call room to room. Dial only the number to rooms with three digits. All phone calls are automatically registered and will be charged to your room.
Important telephone numbers in the hotel:

Reception desk/Information	666
Houskeeping	620
Room service	361

PILLOWS: You will find our pillow menu on page 13.



PHARMACY: The closest pharmacy is approximately 100 meters away. Please ask at the reception desk for directions.

POSTCARDS: You may obtain postcards at the reception desk free of charge.

PRAYER MAT: You may obtain prayer mats at the reception desk.

METROPOLE HOTEL
INTERLAKEN

Q

QUESTIONNAIRE: Your opinion is important to us! We appreciate you taking the time to complete the questionnaire. If you informed us upon your arrival about your e-mail adress you will receive an e-mail after your departure with the according link. If you prefer to fill in the questionnaire written we kindly ask you to contact our front desk. A rating is also possible through the portals of TripAdvisor HolidayCheck.de or Trivago.

R

RECEPTION DESK: Our reception desk is manned 24 hours a day. Please dial the telephone number 666.

RESTAURANTS: Please find more information on page 18.

ROOM KEY CARD: Please return your room key card upon departure at the reception desk. In case of a loss a fee of CHF 10.00 will be charged.

ROOM SERVICE: Room service is available daily from 07.00 am until 09.30 pm. The menu should be in your room. Please dial the telephone number 361.

S

SAUNA: When it is cold and rainy or snowy outside, we would recommend a visit to our sauna to boost your cardiovascular system. Additionally, it's soothing for body and soul. The sauna is open daily from 07.00 am until 10.00 pm except for Wednesday mornings (cleaning). Please press "fitness/sauna/lounge" in the elevator. Extra towels may be obtained at the sauna area.

SAFE: You may deposit your valuables in the safe in your room or at the reception desk. The Hotel Metropole is not liable for missing or stolen items that were not locked in the safe. The use of the safe is free of charge.

SEWING SERVICE: On request we provide an external sewing service, which will be charged according to time involvement and material expenses. Please inquire at the reception desk for further information. You can also get sewing kits at our reception desk.

SMOKING AREA: We ask you to refrain from smoking in the rooms. Smoking is allowed on balconies or in our comfortable smoker's lounge on the ground floor. If you smoke in the rooms, we will charge a fee of CHF 50.00. Thank you for your understanding.

SHOE SHINE MACHINE: Directly to the right of the elevator in our garage a shoe shine machine is available free of charge.

SHOEHORN (WOOD): You can find them in the closet, in our rooms.



SHUTTLE SERVICE: Between 07.00 am and 09.00 pm our free hotel shuttle service provides transfers (upon availability) to and from the train stations Interlaken East or West upon arriving and departing. Please book that service early at the reception desk.

SLIPPERS: Please find more information under "Supplementary articles".

INFORMATION A-Z

METROPOLE HOTEL
INTERLAKEN

STAMPS: Stamps are available at the reception desk.

SUPPLEMENTARY ARTICLES: Supplementary articles such as fans, slippers, bathrobes, extra blankets may be obtained through the housekeeping staff from 07.00 am until 09.00 pm or at the reception desk.

T

TELEVISION: All TV sets have cable connection. You may find a list of the different channels in your room (no pay-TV available).

TOURIST INFORMATION: The tourist information office is located 2 minutes walking distance to the right of the hotel entrance.

Opening hours		
October-April:	Monday until Friday	08.00 am until 12.00 am 01.30 pm until 06.00 pm
	Saturday	10.00 am until 14.00 am
	Sunday	closed
May-June & Sept:	Monday until Friday	08.00 am until 06.00 pm
	Saturday	08.00 am until 04.00 pm
	Sunday	closed
July-August:	Monday until Friday	08.00 am until 07.00 pm
	Saturday	08.00 am until 05.00 pm
	Sunday	10.00 am until 04.00 pm

TRIP / EXCURSIONS: Pamphlets, brochures and timetables as well as other useful information can be found at the reception desk. As well we can sell tickets at the reception, e.g. for the Jungfraujoch. Please contact the reception at any time.

U

UMBRELLAS: You may obtain umbrellas (upon availability) at the reception desk.

W

WAKE UP CALL: Please call the reception desk under the telephone number 666 for ordering your wake-up call. We recommend that you also set a wake-up call (see telephone instructions next to your telephone). When not successful wake-up call no liability is taken over. If the wake-up call is not succesfull, liability is excluded.

WATER DRAIN: There is no water drain in the floor of the bathroom. We kindly ask you to make sure that the shower curtain is on the inside of the bathtub or the shower while taking a shower. Also, please close the bathroom door as well when taking a shower. We would like to inform you that we have to charge CHF 50.00 for any disregard of that matter. Through your wrongdoing the carpet in front of the bathroom has to be dried with a special machine.



WIFI/WLAN: Please find more information on page 15.

PILLOW MENU

METROPOLE HOTEL
INTERLAKEN

SYNTHETIC - PILLOW 60*90 CM:

CONTENT: 100% POLYESTER HOLLOW FIBER BALLS

COVER: 50% POLYESTER

50% COTTON

MILLET PILLOW 60*40 CM:

CONTENT: 100% MILLET HUSKS

COVER: 100% COTTON

VISCO NECK SUPPORT PILLOW ALOE VERA:

(**1x** 32*60 CM; **1x** 50*70 CM)

CONTENT: 100% POLYURETHANE - VISCO - MOLDED FOAM

COVER: 100% POLYESER WITH ALOE VERA - REFINEMENT

FEATHER PILLOW 60*90 CM DOWNPASS:

CONTENT: 100 % DUCK FEATHER 1A

COVER: 100 % COTTON - FINE BODY

NECK SUPPORT PILLOW BAMBOO 50*70 CM:

CONTENT: VISCOELASTIC FOAM WITH BAMBOO CHARCOAL CORE

COVER: 60 % COTTON

40 % VISCOSE (BAMBOO)

BIO - ACTIV - PILLOW 50*70 CM, EXCELLENT FOR ALLERGY SUFFERERS, ANTI-ALLERGENIC AND DERMATOLOGICALLY TESTED :

CONTENT: TREVIRA BIOACTIV

COVER: 100 % COTTON - SATIN



ENVIRONMENTAL AWARENESS

METROPOLE HOTEL
INTERLAKEN

HOTEL METROPOLE - ENVIRONMENTALLY CONSCIOUS

We live in a beautiful natural setting and its preservation is very important to us, therefore, we consciously think and act in regards to our environment. We would like to inform you about the following measures we are taking:

WASTE

Paper, cardboard, metal and glass is collected separately for recycling. Lots of bottles can be returned to the suppliers for re-utilisation. Batteries, chemicals and other environmentally harmful waste is returned to special collection places. Our wastewater flows into a sewage treatment plant as is usual all over Switzerland. Additionally, Interlaken works on a project to produce biogas from garbage as well as garden waste.

ENERGY

With each renovation in the hotel, new windows and doors are installed for better isolation. Energy saving lamps are used everywhere. The guests decide how often the towels are changed which means that we save energy, water and wastewater. Additionally, guests also decide whether they would like to have the linens and towels changed on a daily basis or to leave it on the usual every 3rd night rotation thus helping us to save energy and water.

3M-Foil:

The glass roof of our entrance hotel foyer is covered with a special and transparent foil called 3M. It protects from excessive heat in summer and preserves the warmth in winter. Lots of energy can be saved with this system.

Lexxon:

This voltage stabilization system helps avoid voltage fluctuation in the whole building thus ensuring uniform voltage levels and saving again lots of energy!

Avari:

Heating in the hotel is provided through a communal heating system which works primarily with wood chips.

PURCHASING

We place great emphasis on purchasing local merchandise. Many dairy and meat products come from our region. Fish is purchased from sustainable sources. Generally, we make sure that we know where the product is coming from and how it was produced. We also use biodegradable cleaning products if possible. Sustainability and energy efficiency is an important criteria when purchasing new machines and equipment.

