

Hotel Information from A to Z

Welcome to our hotel in the heart of Zurich

A

Adapters: Adapters and charging cables for various mobile phones are available at reception (subject to availability). A deposit of CHF 20.- is required, which will be refunded upon return.

Allergy Bedding: If you need special bedding due to allergies, please inform our staff. We offer allergy-friendly pillows and blankets free of charge.

Attractions: Centrally located. Many highlights like the Old Town, Grossmünster, and Kunsthaus are within walking distance. Ask at reception or check [online](#).



B

Baby Cot: Available free of charge. Please contact Housekeeping via Phone 700.

Babysitting: Available upon request in advance. Please contact reception.

Bank: A UBS ATM is within the building.

Bar with Pianist: Our «[Central 1](#)» piano bar offers live music in the evening.

- Sunday and Monday: 08:00 a.m. to 11:00 p.m. (kitchen open all day from 11:30 a.m. to 9:30 p.m.)
- Tuesday to Saturday: 08:00 a.m. to midnight (the kitchen is open all day from 11:30 a.m. to 10:00 p.m.)

Bathrobe: Available free of charge via Phone 700.

Boat Trips: On the Limmat – boarding just 200 m from the hotel. Further information is available at reception or directly [here](#).



Breakfast: Our extensive continental breakfast is served at «Central 1» on the ground floor.

- Daily from 07:00 to 11:00.

C

Car Rental: The reception will gladly provide you rental car recommendations.

Charging Cables: See «Adapters»

Charging Stations: See «Parking Garage»

Check-in | Arrival: Your room is available from 3:00 p.m. on your arrival day. You may leave your luggage at the reception earlier.

Check-out | Departure: On your departure day, you can use your room until 12:00 p.m. You may store your luggage at the reception free of charge until departure.

Chocolate: Switzerland is world-famous for its chocolate. A must-visit for chocolate lovers is the «Lindt Home of Chocolate» in Kilchberg. This experience features an interactive museum, a massive chocolate fountain, and a Lindt store offering exclusive products. It's easy to get there by public transportation — our front desk team will be happy to help you with directions. Alternatively, find some famous swiss chocolatiers such as Läderach, Sprüngli or Teuscher in walking distance from the hotel.

Complaints: If something does not meet your expectations, please let us know immediately. Our reception team is happy to assist. Most problems can be solved quickly on site. Your feedback helps us improve our service.

Cooking in the Room: For fire safety reasons, cooking in rooms is prohibited. A CHF 1'000.- fine applies for violations.

Currency Exchange: Available at reception (EUR, USD, AUD, GBP).

D

Doctor: Reception can call a general practitioner for you at any time (Phone 656).

Dry Cleaning: Please bring the laundry bag with the filled-out form to the reception by 08:30 a.m. or contact the housekeeper (Phone 700). Laundry will be returned the same evening (except on weekends and public holidays).

E

Electrical Devices: Voltage is 230V. The bathroom has a 110V socket (shavers only). Adapters are available at reception, subject to availability.

ETH Zurich: The renowned ETH is accessible via the Polybahn right in front of the hotel.

Evening Service: We are happy to refresh your room in the evening. Please notify Housekeeping (Phone 700) by 04:00 p.m.

Excursions: Our staff will gladly provide tips for excursions in Zurich and Switzerland. Information is also available at reception.

Extra Blankets | Pillows: For extra blankets or pillows, please contact Housekeeping via Phone 700.

F

Fire Alarm:

Stay calm

Close the windows and doors

Report Fire

- Activate Manual call Point

Get to safety

- Do not use the elevator
- Follow the instructions

Fitness: «Aktiv Fitness» next door, is free for hotel guests. Please check the [opening hours](#).



Flowers: The reception will gladly arrange flowers according to your wishes and budget.

G

Green Option: Join by hanging the door tag. Get a voucher at reception after 05:00 p.m.

H

Hotel Entrance: After midnight, please take your room key with you – the entrance doors will be closed after 11:30 p.m.

Housekeeping: For ironing, lost items, laundry, and dry-cleaning services – available from 09:00 a.m. – call 700 via the room phone.

I

Ice Machine: Ice cubes are available free of charge at the «Central 1 Bar» on the ground floor.

Internet Station: Free use of printer and scanner in the lobby.

Iron | Ironing Board: Available free of charge from Housekeeping via Phone 700.

Ironing Service: Available daily (09:00 a.m.– 04:00 p.m.). Please contact reception.

J

Jogging | Running: Wonderful jogging routes along the Limmat or to Lake Zurich. Info at reception.

L

Lake Zurich: About a 15 minute walk. Swimming and boat tours in summer.

Late Check-out: Available for an extra charge upon request and subject to availability.

Laundry Service: see «Dry Cleaning».

Limmat River: Just opposite from the hotel. Scenic walking paths and swimming spots in summer.

Linen Change: Linen is refreshed every second day. If you have different preferences, we're happy to accommodate upon request. Consider the «Green Option».

Lost & Found: Please hand in found items at reception.

Luggage Assistance: We are happy to help with your luggage – please contact us.

Luggage Storage: Luggage can be stored at reception. No liability for stored luggage.

M

Minibar: Charged per use. Please note items consumed on the price list and hand them in at check-out.

Museums: Zurich offers many museums such as the Kunsthaus, National Museum, and FIFA Museum. More info available at our reception.

P

Parking Garage: Paid parking in the adjacent building. Each space has a charging station with a surcharge of CHF 15.- per use.

Pets: Small pets are allowed free of charge.

Pharmacy: «[Leonhards Apotheke](#)» is in the same building complex.

Photocopying: Available at reception for a fee.

Pillow Menu: You will find a selection of our special pillows in your room.

Polybahn: The historic [funicular](#) to ETH has its lower station directly across from the hotel.



Post: Postcards and stamps available at reception to official rates.

Public Transportation: The stop «Central» is directly in front of the hotel. Easy access via tram, bus or Polybahn to all parts of the city.

R

Restaurants, Bars & Lounge:

- «[Central 1](#)» Restaurant, Bar & Lounge open daily.
- «[King's Cave](#)» grill restaurant and bar in the basement, open Tuesday to Saturday evenings.
- In summer we welcome you in our «[Central Garden](#)» (open Monday to Saturday when the weather allows for it).

Room Bill: Payable anytime at reception.

Room Service: Available daily from 07:00 a.m. to 09:30 p.m. Surcharge CHF 10.- per order. You can find the menu [here](#).



Room Temperature: Thermostat on the wall. Please keep windows closed on hot days (partial air-conditioning).

S

Safe | Valuables: Valuables can be stored at reception (insured up to CHF 4000.-) or in your room safe (up to CHF 1000.-). The safe at reception is not accessible from 11:00 p.m. to 6:00 a.m.

Sewing Service: The housekeeper is available for small sewing repairs (09:00 a.m. – 04:00 p.m.) price upon request.

Shoe Cleaning: Cleaning machines are on most floors next to the elevators. Cleaning set in your wardrobe, bathroom or at reception.

Shopping: Bahnhofstrasse, boutiques and department stores are nearby. Free city maps are available at reception.

Slippers: Available free of charge – Phone 700.

Smoking | Non-Smoking: Smoking is only allowed on the balconies of smoking rooms. Violations incur a CHF 250.- penalty fee.

Special Diets | Allergies: With timely notice, our kitchen can prepare meals tailored to your dietary needs.

Stamps: See «Post».

Stationery | Envelopes: Available free of charge at reception.

T

Tap Water: Drinkable and of very high quality.

Theatre and Opera: Zurich Opera House and theatres are close by.

Toiletries: Dental kits, shaving kits, cosmetic items etc. are available for free at reception or via Housekeeping please Phone 700.

Train Station: Zurich Main Station is only a few minutes from the hotel. The reception will gladly provide directions.

Turndown Service: See «Evening Service».

U

Uetliberg: Zurich's local mountain with stunning views. Easily accessible by public transport. Ask reception for directions.

Umbrella: Free to borrow during your stay. Available for purchase upon departure.

V

Voltage: See «Electrical Devices».

Vouchers: Value vouchers are available at reception or can be ordered online.

W

Wake-Up Call: Please notify reception of your desired wake-up time or use the wake up function on your room phone.

Wi-Fi | WLAN: Free in the entire hotel.

Network: Central

Password: Central2026

Z

Zürich Card: The Zürich Card offers free travel on public transport and discounts at museums, restaurants and shops. Available [online](#).



Zurich Information: City maps, brochures & insider tips at reception free of charge.

Last update: November 2026.