

# A

- Adapter** The local power is 230 Volt and 50 Hertz. Various adapters are available at the front office. Please note that a deposit will be applied.
- Air conditioning** There is a thermostat in all rooms and suites for individual temperature control. Please note that the air conditioning automatically switches off when the window is opened.
- Airport**
- Airport Zurich (ZRH)  
8058 Zürich-Flughafen  
Tel.: +41 43 816 22 11  
approx. 2 km away from the hotel
- Costs by taxi: approx. CHF 22.00  
The journey lasts approx. 5 minutes
- We also offer a shuttle service if you book in advance. The price for this service is CHF 12.00 per person, 2 persons for CHF 17.00 total, 3 persons for CHF 18.00 total, every additional person 2 CHF. Alternatively you may use the tramway. The airport is only two stops away.
- Allergies** Please contact our front office team for antiallergic linen or pillows. Please inform either the front desk team or our restaurant staff about any food intolerance. We will be happy to create your menu accordingly.
- Arrival / Departure** Your room will be available at 2:00 p.m. on your day of arrival. We kindly ask you to vacate your room by 12:00 noon on your day of departure. Upon request and subject to availability an early arrival or a late departure is possible at a charge. For Dorint Card members these services are free.

# B

- Baby cot / Child's bed** If you require a baby cot or child's bed, please contact our housekeeper or our front desk staff.
- Banks / ATM** ■ ZKB  
Schaffhauserstrasse 104 · 8152 Glattbrugg · Tel.: +41 844 843 823  
approx. 800 m away from the hotel
- Banquets /  
Conferences /  
Meetings** See "Business and Event Service".
- Bar** Our lobby bar is open Monday to Sunday from 4:00 p.m. until midnight.
- Bathrobe / Slippers** Bathrobe and slippers are available for guests in the standard room category on request from the front desk.
- Beverage service** We are happy to deliver a variety of beverages to your room around the clock. In order to do so, please contact the front desk.
- Blankets** Extra blankets are provided by our housekeeping department.
- Breakfast /  
Breakfast in your room** Our sumptuous breakfast buffet is offered from 6:00 a.m. until 10:00 a.m. (Monday until Friday) and until 11:00 a.m. (Saturdays and Sundays) in our restaurant. Should you prefer your breakfast in the privacy of your room, please tick your favourites on the breakfast door hanger provided in your room. Please place the completed order form outside on your door knob before 3:00 a.m. Your breakfast will be served between 6:00 a.m. and 10:00 a.m. Please note the applicable service fee of CHF 5.00 per breakfast order.
- Business and  
Event Service** Be it your conference, banquet, seminar, presentation, company or family celebration – our hotel has the perfect setting for you. We cater to as many as 180 persons and offer a great variety of function rooms suiting your special needs. Please contact our professional Convention team on the one touch key "Reception" or send an e-mail to [meeting.zuerich@dorint.com](mailto:meeting.zuerich@dorint.com) for further information.
- Business centre** The business centre is located in the lobby opposite the front desk. The usage of computer with internet access and printer is free of charge. Be aware that your data will be erased from the PC once you switch off the access.

# C

<b>Car rental</b>	Our front desk staff will be glad to assist you.
<b>Cash and valuables</b>	See “Safe”.
<b>Cash desk</b>	Please contact the front desk for matters relating to invoicing, currency exchange or safety deposit boxes.
<b>Cash dispenser</b>	See “Banks / ATM”.
<b>Casino</b>	The nearest casino is to be found in Zurich City:  ■ Swiss Casinos Zürich Gessnerallee 3 – 5 · Haus Ober · 8021 Zürich Tel.: +41 43 330 30 30 approx. 10 km away from the hotel
<b>Changing the bed linen</b>	In order to change the bed linen on a daily base, please contact the front desk. If you do not wish to do so, your bed linen will be changed every third day.
<b>Changing the towels</b>	In order to change your towels on a daily base, please leave the used towels in the shower cabin. If you do not wish to do so, the towels will be changed every second day.
<b>City maps</b>	City maps are available at the front desk.
<b>City tours</b>	Information on city tours and sightseeing trips to tourist attractions in and around Zurich is available directly at the front desk. Our front desk staff will be happy to assist you in arranging reservations.
<b>Coat hangers</b>	Should you require additional coat hangers, please contact our housekeeper or the front desk.
<b>Coffee and tea bar</b>	Your comfort room is equipped with a coffee and tea bar. We offer this service free of charge.
<b>Concert, opera and theatre tickets</b>	Our front desk staff will be happy to inform you of current repertoires and to order tickets for any event you might wish to attend.
<b>Concierge</b>	Our front desk staff will be glad to assist in theatre or concert bookings or to organise trips.
<b>Conferences / Conference rooms</b>	See “Business and Event Service”.

# C

**Courier service**

Our front desk staff will be happy to organise worldwide courier dispatch on your behalf.

**Credit cards**

The Dorint Airport-Hotel Zürich accepts the following credit cards: American Express, MasterCard, Visa, Diners Club, PostFinance and Maestro.

**Culinary Delights**

You can enjoy regional and seasonal specialities in our “Basilico” restaurant. Our Hotel Bar is the ideal place to enjoy an aperitif before your evening meal or to round off a successful day in a pleasant atmosphere.

# D

<b>Dental kits</b>	Dental kits are available at the front desk.
<b>Disabled-friendly rooms</b>	The hotel has 7 disabled-friendly rooms. The bathrooms are equipped with handles. The shower is used without a doorstep and you will also find a shower seat in these rooms. Please contact the front desk for further information.
<b>Doctor</b>	Information on local doctors and emergency services is available round the clock at the front desk.
<b>“Do not disturb” sign</b>	For privacy please place the “Do not disturb” sign on the outside door handle of your room. Please bear in mind that your room will not be cleaned when the “Do not disturb” sign is in use.
<b>Dorint Card</b>	Free “early check-in” and “late check-out”, waiting list priority, exclusive accommodation and lifestyle premiums are just some of the privileges that you can enjoy as a Dorint Card holder. The front desk team will be glad to provide you with further information.
<b>Dorint Hotels &amp; Resorts</b>	Brochures of all our Dorint Hotels & Resorts are available at the lobby. At the front desk we are happy to inform you about our latest special offers and will gladly arrange your next reservation in another Dorint Hotels & Resorts.
<b>Dry Cleaning</b>	Please deposit your laundry in the foreseen laundry bag, fill in the respective form and hand it to the front desk before 9:00 a.m., Monday to Friday. The laundry will be delivered back at 6:00 p.m. the latest.

# E

<b>Electrical sockets</b>	See “Adapter”.
<b>E-mail addresses</b>	You can contact us via the following e-mail addresses: General: info.zuerich@dorint.com Reservation and Events: meeting.zuerich@dorint.com
<b>Emergencies</b>	In case of emergencies, please call the switchboard / front desk by dialling the one touch key.
<b>Emergency exits / Escape routes</b>	In case of emergency, please follow the escape route signs and use the emergency exits. Do not use the elevators in case of fire.
<b>Emergency phone numbers</b>	Please dial “0” for an outside line, then the following numbers as appropriate: Fire brigade: 118 Police: 117 Ambulance / Emergency doctor: 144  Otherwise, please contact the front desk for immediate assistance by dialling the one touch key.
<b>Excursions</b>	Please contact our front desk staff for information regarding excursions and other activities. We will be glad to assist.
<b>Extension numbers / Telephone</b>	For an outside line, please dial “0” first. For further information, please consult our telephone and internet guide in this folder.

# F

<b>Fax</b>	If you wish to send a fax message, please contact our front desk staff. Our fax machine at the front desk is also available to receive incoming fax messages for guests. The fax number is: +41 44 808 1010.
<b>Fire / Fire alarm</b>	<p>Should you detect a fire before the fire alarm rings, please close the door of the area on fire, push the nearest emergency button and alert the front desk immediately. You will find fire alarms at the end of each floor as well as across the elevators. When the alarm rings, please keep calm and evacuate the hotel using the marked escape routes. Elevators may not be used when there is a fire.</p> <p>Please read the flyer <b>“Proper behavior in case of fire in the hotel”</b> included in this folder.</p> <p>We urge you to refrain from using any personal heaters or warming devices.</p> <p>We also wish to inform you that the entire hotel is a non-smoking hotel and that smoking is prohibited in all our guest rooms.</p>
<b>Fire extinguisher</b>	Fire extinguishers and alarm push buttons are located at the end of each corridor.
<b>First aid</b>	A first aid kit is available at the front desk.
<b>Fitness</b>	Our fitness room on the 1st floor is available for our guests around the clock free of charge.
<b>Flower vases</b>	If you require a flower vase, please contact the front desk or our house-keeping department.
<b>Flowers</b>	Should you require floral services we will be happy to assist you. Please contact our front desk team for any special arrangements.
<b>Foreign currency</b>	Please contact our front desk staff for foreign currency exchange. The current exchange rates are placed there. The reception staff is happy to inform you about the current exchange rates.
<b>Front Desk</b>	Our front desk is staffed 24 hours a day. You can contact our staff by dialling the one touch key.

# G

## **Guest feedback**

We look forward to your evaluation at [google.com](https://www.google.com) and [tripadvisor.com](https://www.tripadvisor.com) too, if you wish. Furthermore, you will be invited to an evaluation three days after your departure by our partner customer alliance.

# H

## **Hospital**

■ Universitätsklinikum  
Frauenklinikstrasse 26 · 8091 Zürich · Tel.: +41 44 255 55 11  
approx. 8 km away from the hotel

Please contact the front desk for further information.

## **Housekeeping**

For any special requests regarding the room cleaning, extra pillows and bedcovers, baby cots and children's beds, ironing, laundry and dry cleaning services, etc. please contact our front desk.



# I

- Ice cubes** Should you require ice cubes please contact our restaurant team.
- Internet** We offer free Wi-Fi\* access in the building during your stay with us. Additionally you can use the business corner in our lobby to access the internet.  
\* In conjunction with an overnight stay.
- Invoice** You are welcome to request an information printout of your invoice at the front desk to check for individual billing details. Changes in billing addresses or separate billing requests can be easily arranged. To reduce waiting times upon check-out, please inform our front desk staff in advance of such requests.
- Iron / Iron board** You can borrow an iron and an iron board from reception.

# J

- Jogging routes** You are well equipped for your daily round of jogging when you stay at Dorint. Route descriptions can be obtained at the front desk.

# K

- Key card** Please use your key card for the power supply in your room and for the access to our gym. Please return your key card at the front desk upon check-out. Thank you!

# L

<b>Laundry service</b>	See “Dry cleaning”.
<b>Letters / Writing paper</b>	Our front desk team will be glad to mail your letters. They can also assist with providing paper and envelopes.
<b>Limousine service</b>	Our front desk staff is happy to assist with your transportation from a large variety of limousines, both with and without chauffeur.
<b>Lost and found</b>	Should you ever lose or misplace personal belongings, our front desk staff will be happy to offer assistance.
<b>Luggage deposit</b>	If you wish to leave your luggage for a short time, please contact our front desk team for storage.
<b>Luggage service</b>	For luggage service please contact the front desk.

# M

<b>Mail</b>	You are welcome to hand in your correspondence for posting at the front desk. Our staff also gladly assists with stamps.
<b>Messages</b>	Any messages left for you will be deposited at the front desk. It is a part of this service to inform you at once of incoming messages wherever possible.
<b>Minibar</b>	The minibar in your room is empty. You can use it as a fridge. A selection of drinks and snacks can be obtained at the reception. We are happy to fill the minibar to your likings. The ordered drinks will be charged to your invoice. Please contact reception to place your order.
<b>Motorway</b>	You have direct access from our hotel to the A 51 and A 1 motorway.

# N

**Newspapers /  
Magazines**

A selection of newspapers and magazines is available at the front desk.

**Non-smoking rooms**

We wish to draw your attention to the fact that our hotel is a non-smoking hotel and that smoking is not permitted in any of the rooms. Failing to respect this prohibition will result in a CHF 200.00 fine.

# O

**Outside phone line**

Please dial "0" for an outside line. For room-to-room calls simply dial "5" and then the respective room number.

# P

<b>Parking facilities at the hotel</b>	Cars may be parked in our parking garage. A charge of CHF 28.00 per night per vehicle applies.
<b>Petrol station</b>	■ Shell Station Schaffhauserstrasse 87 · 8152 Opfikon · Tel.: +41 44 811 22 44 approx. 700 m away from the hotel
<b>Pets</b>	Your pet is very welcome in our hotel. We charge CHF 25.00 per night per pet for their accommodation. Should you leave your pet alone in your room, please hang the “I am alone in the room” sign on the outside of your room door. Our cleaning attendants will then not enter the room, so that your pet won’t be disturbed.
<b>Pharmacy</b>	■ GlattalApotheke Schaffhauserstrasse 124 · 8152 Glattbrugg · Tel.: +41 43 211 57 77 approx. 550 m away from the hotel  For further information, please contact our front desk staff.
<b>Photocopies / Presentation slides</b>	If you require photocopies or other presentation tools, our front desk staff will be at your assistance. Please note that charges apply.
<b>Pillows</b>	If you require additional pillows, please contact our housekeeper or the front desk.
<b>Pillow selection</b>	We offer a variety of different pillows for our guests such as neck rest pillows or allergic friendly pillows. Please contact the front desk.

# R

<b>Radio</b>	Various radio programmes can be received via your TV-Set. Select the “Radio” submenu from the main TV menu and confirm your choice by pressing either the “OK” or the “Enter” button.
<b>Railway station / Rail information</b>	<ul style="list-style-type: none"><li>■ Kloten Balsberg 8302 Kloten approx. 600 m away from the hotel</li><li>■ Airport Zurich for national connections</li></ul> <p>If you have questions regarding your next rail trip, please call the SBB Travel Service on 0900 300 300, get informations under <a href="http://sbb.ch">sbb.ch</a> or contact our front desk.</p>
<b>Repairs / Technical defects</b>	Should any defect ever escape our attention, despite of regular technical checks in all rooms, we kindly ask you to contact our front desk staff for immediate attention. Thank you!
<b>Reservations</b>	Just contact our reservations department to conveniently place your next reservation in one of our other hotels.
<b>Restaurants</b>	Our “Basilico” restaurant is open daily:  Breakfast: Monday to Friday      6:00 a.m. until 10:00 a.m. Saturday and Sunday   6:00 a.m. until 11:00 a.m.  Lunch: Monday to Friday      11:45 a.m. until 2:00 p.m. Saturday and Sunday   closed  Dinner: daily                      6:00 p.m. until 10:00 p.m.
<b>Room card</b>	See “Key card”.
<b>Room cleaning</b>	Rooms are cleaned daily between 9:00 a.m. and 2:00 p.m. If you have special requests, please contact our housekeeper or the front desk.
<b>Room reservations</b>	We will be happy to book your next stay at one of our Dorint Hotels & Resorts. This service is fast and free of charge. Please contact the front desk for assistance.
<b>Room service</b>	Room service is available 24 hours a day. Please call “1000” to order. Note that we apply a surcharge of CHF 5.00 per order.

# S

<b>Safety deposit box</b>	Each room is equipped with an electronic safety deposit box located in your wardrobe. It is secured by a four-digit PIN code. Further safety deposit boxes are available at the front desk.
<b>Sewing kit</b>	Should you be in need of a sewing kit, please contact our front desk staff.
<b>Shaving kit</b>	Shaving kits are available at our front desk.
<b>Shoeshine machines</b>	Shoeshine machines are located on each floor.
<b>Shopping Malls</b>	<ul style="list-style-type: none"><li>■ Airport Shopping Center Zürich-Flughafen · 8302 Zürich · Tel.: +41 43 816 86 10 approx. 2 km away from the hotel</li><li>■ Einkaufszentrum Glatt Neue Winterthurerstrasse 99 · 8301 Glattzentrum/Wallisellen Tel.: +41 44 839 42 42 approx. 4 km away from the hotel</li><li>■ Einkaufszentrum Neumarkt Oerlikon Hofwiesenstrasse 350 · 8050 Zürich · Tel.: +41 58 715 60 09 approx. 5 km away from the hotel</li></ul>
<b>Shuttle</b>	See “airport”.
<b>Sightseeing / Tourist attractions</b>	Our front desk staff will be glad to assist you in organising your trip, and inform you how to get there, about opening hours and admission fees.
<b>Smoking</b>	All of the facilities in our hotel are non-smoking. A special smokers’ area is located in front of the main entrance.
<b>Stamps and postcards</b>	Stamps are available at our front desk.
<b>Suggestions and criticism</b>	<p>Quality is of utmost importance to Dorint. That is why we encourage you to give us your feedback. This will enable us to even surpass your expectations in the future. Please share your point of view with us while staying at our hotel.</p> <p>As well, any written comment in our guest questionnaire forms are taken very seriously. We look forward to your evaluation – which you can also submit via <a href="https://www.google.com">google.com</a> and <a href="https://www.tripadvisor.com">tripadvisor.com</a>.</p> <p>Furthermore, you will be invited to an evaluation three days after your departure by our partner customer alliance.</p>

# T

<b>Table bookings</b>	Our service team will be glad to take your table bookings for our “Basilico” restaurant at extension “1000”.
<b>Taxi / Transfer</b>	Please contact our front desk staff by dialling the one touch key to order a taxi.
<b>Technical defects</b>	Should you discover technical defects in your room, please contact our front desk. We will immediately take the necessary action.
<b>Telephone</b>	Your telephone is a direct-dialling phone for local and long-distance calls, but can also be used for in-house calls. For an inhouse-call simply dial “5” and the desired room number or extension. Please dial “0” for an outside line before making external calls.
<b>Television, TV and movie-programmes</b>	See “TV programme overview” in this folder.
<b>Toiletries</b>	We have a supply of various toiletries including dental kit, shaving set, etc. for you to choose from at the front desk.
<b>Tourist information</b>	■ Zürich Tourismus Tourist Information Im Hauptbahnhof · 8001 Zürich · Tel.: +41 44 215 40 00 approx. 9 km away from the hotel
<b>Tram / Public transport</b>	The closest tramway station is approx. 200 m away from the hotel. Timetables are available at front desk.
<b>Trains / Train times</b>	See “Railway station / Rail information”.
<b>TV programme overview</b>	For your television programme please consult the TV magazine in your room.

# U

<b>Umbrellas</b>	Sometimes it may rain – even in Zurich! Should this occur we have a stock of umbrellas for your convenience at our front desk.
------------------	--------------------------------------------------------------------------------------------------------------------------------

# V

**Valuables**

See “Safety deposit box”.

**Vouchers**

Are you searching this special present for a very special person? We will be more than happy to assist with a personalised, individual Dorint voucher.

# W

**Wake-up call**

Our front desk staff will be happy to arrange your personal wake-up call. Please let us know when you would like us to wake you up.

**Wi-Fi**

See “Internet”.

**Worship services /  
Churches**

- Catholic worship:  
Pfarrei St. Anna  
Wallisellerstrasse 20 · 8152 Glattbrugg · Tel.: +41 43 211 52 25  
approx. 700 m away from the hotel
- Protestant worship:  
Reformierte Kirchgemeinde Opfikon  
Oberhauserstrasse 71 · 8152 Glattbrugg · Tel.: +41 44 810 00 20  
approx. 1 km away from the hotel

Please contact the front desk for information on service times.

We hope that this information has already answered some of your questions.  
Please feel free to contact us if you need further assistance.