

WELCOME!

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Dear Guests,

On behalf of our team, we would like to welcome you to our hotel. Our aim is to make your stay an unforgettable one & we are at your entire disposal throughout.

The Royal Plaza Montreux & Spa offers a comfortable & warm environment, contemporary gastronomy & a selection of activities to help you discover our extraordinary region.

We have compiled all the basic information you might need during your stay in this brochure. You shall find numerous additional details on our free App "Loungeup", which you can download onto your laptop, smartphone or tablet with the access key ROYALPLAZA.

Our Reception team will also be happy to answer any additional questions you may have.

We wish you a wonderful stay in Montreux!

INTERN NUMBERS

N°5032	Concierge
N°5034	Reception
N°5060	Room Service
N°5061	Restaurant & Bars
N°5275	Spa
N°5131	Housekeeping
N°5008	Event Department



CAFÉ BELLAGIO



Direct number 5061
1st Floor

Enjoy a pleasant moment in the friendly atmosphere of the Café Bellagio, ideally located by Montreux's flower-lined quays.

Fine dining finds its place among our culinary gourmet & generous creations & the unbeatable views from our restaurant. In the warmer weather, you will be able to enjoy an aperitif or a meal on our lakeside terrace.

For bookings or to inform us about special dietary requirements, contact our Maître d'Hôtel directly on N°5061.



BREAKFAST - *Temporarily served on the plate due to health restrictions*

7 am - 10 am: American buffet

CHF 30 per person
(if not included in your reservation)

In the morning, enjoy a rich American-style buffet indoors or on our terrace. On request & for a fee, let yourself be tempted by a glass of Champagne or a succulent omelette.

LUNCH & DINNER

12 pm - 2 pm | 7 pm - 9.30 pm

Seasonal menu, Dish of the day or Suggestions of the moment

From CHF 18 per person

Evening Menu, from CHF 61 per person

Both for lunch & dinner, enjoy a traditional regional cuisine, gourmet & generous, highlighting as far as possible local & seasonal products.

To complete your experience, enhance your meal by tasting the wines of the region or the vintage wines recommended by our Maître d'Hôtel who will be more than happy to assist you in your choice.

SINATRA'S BAR

Direct number 5061
1st Floor



Adjacent to the Café Bellagio, in addition to an extensive drinks list, the Sinatra's Bar offers the perfect bar menu to vary your culinary pleasures. In a muted & more relaxed atmosphere, let yourself be tempted by some great classic dishes: Appetizer platters to share, Chef's Burger, beef tartar, Caesar salad & much more!

In summer, take advantage of the shaded terrace on the Lounge side & take your time over a refreshing drink. Whether it is a homemade cocktail, a fruit juice, a flute of Champagne or a glass of wine, our team will offer you our top selection.

To finish your evening off, you can enjoy a liqueur & choose from a wide selection of exceptional cigars.

SCHEDULE

Everyday: 3 pm - 11 pm

July & August: 3 pm - 12 am
(Friday & Saturday)

Restaurant: Non-stop from opening time
Last food order: 11 pm

SUNSET BAR

Direct number 5061
3rd Floor



Situated in the lobby of the Hotel, the charming Sunset Bar is warmly furnished with impressive patio doors offering a simply breathtaking view.

Whether inside or on the terrace, take some time out to savour breakfast, a coffee break or main meal facing an exceptional panorama of Lake Geneva & the Alps.

Take the time to discover our bar menu featuring a wide selection of drinks & appetizers to complement a fine selection of dishes available throughout the day.

BREAKFAST

7 am - 10 am: "Express" buffet

CHF 15 per person
(if not included in your booking)

Indoors or on our terrace, enjoy our "Express" breakfast buffet, made up of bread, pastries, cereals, fruit juice & hot drinks. On request, from 10 am, you can enjoy our late offer made of the baker's basket (pastries, butter & jam), a hot drink & a fresh orange juice.

SCHEDULE

Everyday: 7 am - 3 pm

Restaurant: Non-stop from opening time



SPA & WELLNESS

Direct number 5275
1st Floor

A unique location on Lake Geneva, a quiet environment on the Hotel's ground floor & a breathtaking panoramic view from the summer terrace.

Our infrastructures are accessible from 7 am to 9 pm: indoor swimming pool ideal for swimming, Jacuzzi, fitness room, sauna & hammam separate for men & women. Changing rooms are available at the Spa but for your comfort we recommend you to change in your room & come directly with the bathrobe & slippers provided.

Please read the swimming pool regulations, attached, before visiting our wellness area.

Due to health restrictions, the number of authorized people is limited. Therefore, we ask you, out of respect for other guests, to limit your time spent in the Jacuzzi to 10 minutes & your time spent in the Spa to 1 hour. We advise you to contact the Spa by phone on +41 21 962 52 75 or +41 76 386 19 36 before going down to check the availability of the areas.



INSTITUT ZEN Ô SPA*****

Let yourself be tempted by aroma experience & alternate effort & comfort on the shores of Lake Geneva. In a warm & cocooning atmosphere dedicated to your well-being, the Institute Zen Ô Spa allows you to dive into a world full of sensations.

Our therapists & beauticians offer you a multitude of treatments according to your desires & needs; sport, relaxing or hot stone massages, facial treatments, manicures, pedicures or waxing.

Thanks to its complete & comfortable equipment, its highly qualified beauty & relaxation treatments, the Institute Zen Ô & Spa is a must-attend wellness rendez-vous that will enhance your stay.

SCHEDULE

Monday to Saturday: 10 am - 7 pm
Sunday: 9 am - 5 pm

For your treatments in the Institute, the therapists & beauticians are available to meet your needs & advise you. For more information, visit **zen-o-spa.ch**.

GOOD TO KNOW

All appointments booked & not cancelled at least 24 hours in advance will be charged. Children under 12 years must be accompanied to preserve the tranquility of the place. Wearing the swimsuit is mandatory in all wellness areas. Due to the infrastructures, access to the spa is restricted for people with reduced mobility.



CONTACTS

CONCIERGE

Direct Number 5032

Contact our Concierge for all inquiries. They can also inform you about the services proposed by the Hotel as well as the activities, trips & excursions not to be missed in the region.

Baby-sitter, luggage, theatre & concert tickets, nightclub, hairdresser, doctor, exhibitions, golf, jogging, limousine, rental (helicopter, boat...), markets, pharmacy, police, wake-up call, taxi, stamps...

RECEPTION

Direct Number 5034

The Reception will take care of your other requests such as:

Gift voucher, money exchange, package & mail, umbrella purchase, photocopy & scan...

HOUSEKEEPING

Direct Number 5131

Do not hesitate to contact our Housekeeper for requests concerning accessories, room service or if you have lost or found an object within the Hotel. On request, they can bring you:

Hot water bottle, toothbrush, shoe polish, additional hanger, sewing kit, additional blanket, iron & ironing board, additional pillow, bathroom scale, razor, additional towel & extra shower stool, non-slip bath mat.

You will find below the person you can contact throughout your stay to answer all your special requests.

Whether the Housekeeper, the Concierge or the Reception, all will be happy to help you & advise you at best.

Also, in the following pages, our alphabetical lexicon will give you more useful information.

LEXICON A-M

ACTIVITY & EXCURSION

Many activities are available in the region: museums, natural sites, historical monuments, CGN cruises on Lake Geneva, cinema, theatres, exhibitions, music festivals, concert venues, shopping, casino... For further information, visit montreuxriviera.com or contact the Concierge on N°5032.

ADDITIONAL ROLLAWAY BED

Cribs & beds for children up to 5 years old are available free of charge. Additional beds will be charged at CHF 29 per day for children up to 11 & at CHF 69 per day for adults. Please contact Housekeeping on N°5131.

ADDITIONAL PILLOW

Additional pillows of different types are available on request. If needed, contact Housekeeping on N°5131.

AIR CONDITIONING

Air conditioners work between May & October. For your comfort, each room has its own thermostat (temperature of 20°C recommended). If needed, contact Housekeeping on N°5131.

ALLERGY TO FEATHERS

We have synthetic duvets & pillows at your disposal. If necessary, contact Housekeeping on N°5131.

ATM

The Hotel has an ATM on the 1st floor, in front of the Café Bellagio.

BLIND

Most of the rooms have electric blinds. The switch is usually behind the curtains next to the windows. If necessary, contact Housekeeping on N°5131 or the Concierge on N°5032.

BREAKFAST

The breakfast is served every day from 7 am to 10 am at the Café Bellagio. If not included in your booking, we will charge you CHF 30 per adult. If needed, contact the Reception on N°5034.

BREAKFAST IN ROOM

Please order on LoungeUp or contact Room Service on N°5060. Refer to "LoungeUp" for more information.

BUSINESS CENTRE

Computer & printer are at your disposal on the 3rd floor next to the Reception area. If needed, contact the Reception on N°5034.

CAR RENTAL

Contact our partner AVIS on +41 21 340 72 01 or the Concierge on N°5032 for further information.

CHECK-OUT

The check-out is at 12 pm. Late check-out must be requested at the Reception on N°5034 the day before your departure & will be granted according to availability.

CIGARETTE & CIGARE

For any request, contact the Room Service on N°5060. Please note that the Hotel is a non-smoking area, however you can smoke on the balcony of your room. We also offer a selection of cigars at the Sinatra's Bar or at the Reception.

COFFEE & TEA

An assortment of free beverages is available in your room (instant coffee & tea). Any additional order will be charged CHF 4 per item. Please contact Room Service on N°5060 if necessary.

COMPUTER

A tablet is available on request. Please contact Reception on N°5034.

DRINKING WATER

Do not hesitate to drink the tap water. Our drinking water system is essentially fed by springs. This means a high-quality, healthy & ecological drink.

FOOD ALLERGY

In case of allergy or special meal, contact our Maître d'Hôtel on N°5061.

HAIRDRYER

A hairdryer is in the bathroom or in the wardrobe of your room. If needed, contact Housekeeping on N°5131.

HOUSEKEEPING

Room cleaning service is only available upon request according to your needs. Please confirm with us your preference upon arrival, otherwise, the service won't be done. Please note that cleaning is available until 4.30 pm.

KEY

Contact Reception in case of loss or theft of your room key. Please note that proof of ID will be needed to issue copies of your room key.

LAUNDRY SERVICE

Contact Housekeeping on N°5131 & provide your laundry in the bag supplied together with the form filled out & signed. During the week, the clothes given before 11 am will be returned same day before 7 pm, otherwise they will be returned the day after.

LIMOUSINE SERVICE

Please contact the Concierge on N°5032 to arrange this service.

LEXICON

N-Z

LOUNGEUP

The application offers you information on our Hotel & gives you possibility to order meal in-room. To access the App, download the application & log in with the access key **ROYALPLAZA**.

MINIBAR

A selection of snacks & drinks is at your disposal in the minibar. Please refer to the price list. If needed, contact Room Service on N°5060.

MONTREUX RIVIERA CARD

This card allows you to travel free of charge from Vevey to Villeneuve, on VMCV bus lines & SBB trains. As a guest, on request, you can get it for free. Benefits with a discount up to 50% are also available. For more information, contact the Concierge on N°5032 or visit montreuxriviera.com.

NEWSPAPER

There is a wide range of international newspapers available on LoungeUp.

PARKING

The indoor parking is accessible by the lift on the West wing. This service will be charged CHF 25 per day (CHF 40 per day during the Montreux Jazz Festival). If not included in your booking, the price can be added to your bill upon presentation of the parking ticket at the Reception. Please be kindly reminded that the parking is public, so we cannot accept any responsibility for potential accidents or damages to your vehicle. If needed, contact the Concierge on N°5032.

PONTOON

The Hotel has its own private pontoon. If needed, contact the Concierge on N°5032.

POWER ADAPTORS

The voltage/frequency combination in Switzerland is 230 volts/50hz. You will find a power adaptor in the drawer of your bedside table. If you need an extra one, contact the Concierge on N°5032.

ROOM SERVICE

Please check the menu & order directly on LoungeUp. If needed, call Room Service on N°5060.

SAFE

A safe is at your disposal in the wardrobe of your room for a value which is not exceeding CHF 5,000. In case of higher valuables, contact the Reception on N°5034.

SAFETY IN CASE OF FIRE

In case of fire or any other accident, remain calm & contact the Concierge on N°5032 or the Reception on N°5034 immediately. Afterwards, leave your room using the emergency exits. Please be reminded that lifts must not be used in the event of a fire. You will find an evacuation plan in your room & next to the lifts.

SAVE THE CHILDREN

The Hotel supports the Association Save The Children created for children & families in need. Please find more information on the actions implemented on royalplaza.ch or LoungeUp.

SUSTAINABLE DEVELOPMENT

The Hotel is carrying out many actions in favor of the ecology. Our employees are made aware of the simple daily gestures such as sorting waste. We also encourage you to reduce the amount of laundry cleaning.

SUMMER TERRACE

The summer terrace is located around the Spa, on the roof of the Conference Centre. The terrace is set up as soon as the sunny days arrive.

TRAIN

Montreux station is only a 10-minute walk from the Hotel. Should you need a transfer to the station, please contact the Concierge on N°5032.

VALUABLES

We cannot accept any responsibility for valuables left unsupervised. Please do not leave valuables in your room or car. Refer to "Safe" for more information.

WIFI

Free WiFi connection is available throughout the hotel. You will find the name of the network as well as the password printed on the card containing your room key.

Should you have any queries, please contact the Concierge on N°5032, who will be happy to answer all your questions.