

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Adapter for CH

Adapters for Swiss electrical plugs are obtainable at the front desk upon payment of a deposit or for sale (CHF 15.-/piece).

Airport Lugano - Agno

5 Km (10min.) in 6982 Agno
Tel. 0 + 0041 91 610 11 11
info@lugano-airport.ch
www.luganoairport.ch

Airport Milano Malpensa

55 Km (60min.) - in 21010 Ferno, Italy
Call Center 0 + 0039 02 23 23 23
<http://www.milanomalpensa-airport.com/>

Arrival

Arrival possible starting from 15h00. Non guaranteed bookings will be hold up to 18h00 if not confirmed differently. Please inform the hotel for later arrival.

Baby cot

Free of charge for child up to 2 years old. Upon booking and availability

Baggage Service

On request we will be please to help you with your baggage. Free of charge and surveilled baggage deposit service at the front desk.

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Banks

UBS SA (50m)

Banquets & events

Our sales office is at your service for the organisation of banquets and events from 10 to 160 persons. Tel. 400 or ask the reception team.

Bar

Open daily 7h00-14h00 (Sa+Sun 11:30) / 16h00-22h30 or as published at the front desk

Bath robe

Each adult is provided with a bathrobe in the room. (for sale at the front desk for CHF 48,- upon availability)

Bath slippers

Upon request at the front desk (CHF 5.-/pair)

Bed

All our rooms are double rooms with two beds pushed together (twin bedded); on request we prepare the bed in "Italian style" (without nordic blanket/duvet). A second blanket and pillow are placed in your cupboard.

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Bed linen

Linen is changed on the 3rd or 4th day of your stay. If you wish a different frequency, please inform reception.

Bicycles

Our Bike Room with direct external access is available. Ask at reception

Boat

The SNL boat line goes to Pt. Tresa from April to October on Wednesdays and Saturdays (ask at reception). Other excursions are available with departure from Lugano

Breakfast

A riche Swiss cold breakfast buffet is served daily from 7h00 to 10h00 (Sa+Sun from 7h30-11h00).

Car rental

AVIS Lugano Tel: 0+ 0041 91 9134151
Hertz Lugano Airport Tel. 0+ 0041 91 9124060
Europcar Lugano Tel. 0+ 0041 91 9710101
Sixt Car Lugano Tel. 0+ 0041 91 9942315

Cash machine

UBS (50m), Postomat (80m)

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Charger

Chargers for different mobile phone models available at reception

Check-out

You can actually check-out during the front desk opening hours 06h30 (Sa+Sun 7h30)-22h30. Fast-(pre-)check-out possible on request at front desk until the evening before departure day. (subject to changes)

Chirch

Catholic church service: Saturday 20h00 and Sunday 10h30 / protestant church in Lugano (information at front desk)

Credit cards / debit cards

Visa, Mastercard, American Express, Diner's Club / Maestro, Postcard

Doctor

Please call the front desk or use the phone-info

Electricity

In Switzerland: 220V (50Hz) - Socket adapter available at reception (see Adapter)

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

elevator

A large elevator is at your disposal. Front desk, meeting room, hotel terrace, massages, wellness = floor 0, restaurant, bar = floor -1. Do not use the elevator in case of fire alarm.

Excursions and walks

Our region offers numerous possibilities with or without public transportation mean. Ask for brochures and information at the front desk.

Fast Check-Out

fast Check-out procedure with credit card, suggested particularly for business guest. Please contact the front desk at latest one day before departure. You will be mailed the final detailed bill. Thanks for trusting us.

Fire alarm

Please read the instructions on the room-door and follow the directions of the staff.

Fire exits

Fire exits are published on the back side of your room door as well as at the front desk, at the wellness and at the restaurant

FLP Ponte Tresa - Lugano

Shuttle train every 15min. (Sa+Sun every 30min.) Timetable at the front desk.

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Front Desk

Our front desk - team is at your disposal from 6h30/7h30-22h30 for any question regarding the hotel or the region. Tel. 400

Gift Vouchers

Obtainable at the reception or conveniently online at our website www.tresabay.ch.

Golf

Golf Club Lugano (3Km) - tel. 0 + 0041 91 606 15 57 - www.golflugano.ch

Hangers

If you wish more clothe-hangers please contact the front desk; we will bring you them right away up to your room.

Hotel

Opening hours of the hotel: see front-desk. Clients receive a KeyCard for the hotel entrance. An emergency phone is placed at the hotel entrance.

Ice cubes

Obtainable free of charge at the bar from 7h30-22h30 approx.

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Internet WiFi

Free WiFi available throughout the hotel. Network: Tresabayhotel_Guest. Access code: indicated on the arrival form. For info or help, please contact reception.

KeyCard

You get a KeyCard at arrival to be able to enter the hotel any time during night when the door is closed (valid also for Superior hotel rooms)

Lake access

Direct access to the lake via the pool area. Deckchairs and parasols available at the lakeside terrace and on the main terrace. Bath towels at reception. Bathing shoes recommended.

Laundry-Service

7/7 day, see laundry form with explanation in room cupboard.

Lost & found

At the front desk. Forgotten articles are kept up to max. one year. Articles with more value are sent back to the client on request and upon a charge.

Lunch-Bag

To order the day before at the front desk

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Massages

Please ask proposal and prices at the front desk and book with at least 48h advance. Classic, sports and relaxing massages as well as ayurveda and Watsu (Shatsu in water). Any service will be billed on your hotel-account.

Meeting room

Conference room with natural light available. More information at reception.

Messages

We forward messages to our guests during breakfast or in their room (under the door or on the pillow or by phone)

Minifridge

At your disposal. April-October: always on. November-March: lit on request. One water per person offered on arrival. Self-serve drinks and snacks dispenser at the entrance.

Money change

We accept notes in euro, US\$ and GB£ at the daily hotel exchange rate. We apologise that we do not accept coins. Other change offices downtown 50m.

Mouth hygiene set

Toothbrushes with toothpaste are buyable at the front desk upon availability

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

My Private exclusive SPA

Book the whole Wellness Oasis for your privacy! A unique experience with a romantic view to the Lake of Lugano. Limited booking hours, please contact the front desk

Newspaper

Daily newspaper are at your disposal in the hotel lobby and at the restaurant. Other newspaper for sale at the shop at the FLP railway station. For special requests the front desk team is at your disposal.

Night Shift for emergencies

22h30-6h30 - tel. 400 or 420for emergencies (Manager on Duty)

Noise

We ask all our guests to respect the night silence from 22h30-07h00, this is also valid for the room balconies and the terraces

Parking

Hotel parking only by reservation and subject to availability at CHF 15 per night. Or public car park "Marcadello" at approx. CHF 5.-/24h (approx. 150m, by the church behind the railway station).

Payments

Cash CHF, Euro/US\$/GB£ (no coins), Reka, WIR, PostCard, Maestro, MyOne, American Express, Mastercard, Visa, Diner's Club

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Pets

They are welcome if well tamed (excluding pool and terrace area, conference room and massage room). A surcharge is required (without food). Water bowl on request.

Pharmacy

Ponte Tresa CH has two pharmacies downtown (9h00-18h00 apx., closed on Sundays), Ponte Tresa (I) has one pharmacy near the church (9h00-19h00 apx., closed on Sundays afternoon and Mondays morning). Further information at the front desk.

Phone

See Phone-Info

Pillows

You will find another pillow in the room cupboard. On request we offer you also more pillows as well as other types of pillow (plane one, with millet, anti-allergenic)

Post

The post is transmitted every day (Mo-Sa) at 9h00. Stamps for sale at the front desk. A postal office is situated at the city hall (50m), opening hours at the front desk.

Postal car

Stop at FLP station 50m.

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Press service

daily from 8h00 to 16h00 - please use the laundry form and bag and hand them in at the front desk.

Printings

The front desk offers you a printing service for common electronic documents (upon a charge). Please send the document per e-mail to info@tresabay.ch

Railway station SRW

25min with shuttle FLP-train (CHF 7.- apx.)
30min apx. with Taxi (CHF 50.- apx.)

Relaxing Pool

Our pool is part of the Wellness Oasis and (for your confort) must be booked in advance. It's a relaxing pool with hydric massages and water heated up to about 33°C from September to June. Open: 07h00-08h00 / env. 14h00-22h00

Restaurant BAIA

Open for dinner 7/7 from April to October (times see reception). We do not offer room service except in case of illness

Rollaway bed for child

Available with surcharge (if not confirmed differently) for children from 3 to 12 years old; Kids starting from 13 years old are considered adults.

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Room cleaning

Room cleaning between 10 a.m. and 4 p.m. with priority for departures. If daily cleaning is not desired, please contact the reception (1x per week compulsory cleaning / daily toilet check)

Room Service

We do not offer room service

Room service beverages

One water per person is offered in the room on arrival. A vending machine is at your disposal at the main entrance. No room service

Safe

In each guest-room a safe with key or code is placed and where the content is assured for a value of maximum CHF 1000.-. For bigger values please contact the management.

Sauna and hammam

Are part of our Wellness oasis and must be booked in advance for your confort. Finnish Sauna (in wood) at about 85°C and hammam at about 45°C. Open: about 14h00-22h00

Sewing kit

In your room or on request at reception

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Shaving set

A hand shaving set with product are obtainable at the front desk.

Shoes cleaning

Close to the elevator on floors 1,2,3 a shoes cleaning machine is placed; you will find a shoes cleaning sponge in your room. (please don't use our towels, if you need something else, just ask us. Thanks)

Shopping

In Switzerland: apx. 08h30-18h30 / Thursday evening up to 21h00 for malls / Saturday up to 17h00 / Sunday all closed (exceptions: Foxtown and Italy open on Sunday morning but closed on Monday morning.

Smoking

The whole establishment is non-smoking (including the restaurant) as per law. You can smoke on the terrace, on your room balcony (close the door for the smoke detectors) and at the main entrances.

SUP Stand up paddle

Available for rent during the bathing season. Ask at reception

Taxi service

On request at front desk. / For the morning pick-up please book the night before to guarantee the availability. Thank you.

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Tickets

The front desk will be glad to help you with information.

Towels for the Wellness

Ask and return them at the front desk. You can leave your towels in the room Thank you.

TV Programm printed

Obtainable on request at the front desk (for environmental reasons, thank you very much).

Umbrellas

On request according to availability at reception

Wake-up call

The front desk is at your disposal for this service

Water heater

Obtainable at the front desk

Information A-Z for our guests

*Tresa Bay Hotel *** - 6988 Ponte Tresa CH*

Wellness oasis

Open daily. For your comfort, it must be reserved in advance at the reception:Relaxation bath 07h00-08h00 / approx. 14h00-22h00.Sauna/Turkish bath approx. 14h00-22h00Wellness Oasis is charged per entry (unless otherwise confirmed)