

WELCOME!

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 and we are at your entire disposal throughout.

The Villa Toscane, in Art Nouveau style, is situated just opposite the Royal Plaza Montreux & benefits from its 5* services: a restaurant (Café Bellagio), 2 bars (Sunset Bar & Sinatra's Bar), a Spa & an underground parking garage with 135 places, as well as a Conference Centre. This collaboration allows us to make available a maximum number of choices, in order to meet your wishes & expectations.

We have compiled all the basic information you might need during your stay in this brochure. You shall find numerous additional details on our website.

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

We wish you a wonderful stay in Montreux!



INTERN NUMBER

N°555 Reception & other departments
It will be a pleasure for the
Reception to put you in touch
with the department you desire.

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°555.

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°555.

ADDITIONAL PILLOW

Additional pillows of different types are available on request. If needed, contact Housekeeping on N°555.

ALLERGY TO FEATHERS

We have synthetic duvets & pillows at your disposal. If necessary, contact Housekeeping on N°555.

ATM

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

BEVERAGE

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.

For your convenience, a vending machine with drinks & snacks is available on the ground floor.

BOARD GAMES

Our board games area, the Sunset Board Game Bar, is situated on the 3rd floor of the Royal Plaza Montreux. You will find a selection of games for all ages, to enjoy with family or friends in the warm atmosphere of the Sunset

Bar & the lobby. If you wish to have a drink in honour of the winner, a wide selection of beverages is available. Please do not hesitate to ask our staff.

BREAKFAST

The "Express" breakfast buffet is served everyday from 7 am to 10 am at the Sunset Bar. If not included in your booking, we will charge you CHF 15 per adult. If you prefer a more complete breakfast, a larger American buffet is served at the Café Bellagio & you will be charged CHF 30 per adult. If needed, contact the Reception on N°555.

BUSINESS CENTRE

Computer & printer are at your disposal next to the Reception of the Royal Plaza Montreux. If needed, contact the Reception on N°555.

CAR RENTAL

Contact our partner [AVIS](#) or the Concierge on N°555 for further information.

CHECK-OUT

The check-out is at 12 pm. Late check-out must be requested at the Reception on N°555 the day before your departure & will be granted according to availability.

CIGARETTE & CIGARE

For any request, contact the Room Service on N°555. Please note that the Hotel is a non-smoking area, however you can smoke on the balcony of your room.

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°555 if necessary.

COMPUTER

A tablet is available on request. Please contact Reception on N°555.

FOOD ALLERGY

In case of allergy or special meal, contact our Maître d'Hôtel on N°555.

HAIRDRYER

A hairdryer is in the bathroom or in the wardrobe of your room. If needed, contact Housekeeping on N°555.

HOUSEKEEPING

Contact Housekeeping on N°555 if you want your room to be cleaned. 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°555 & 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.

MONTREUX RIVIERA CARD

This digital 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°555 or visit montreuxriviera.com.

LEXICON

P - Z

PARKING

The indoor parking of the Royal Plaza Montreux 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.

For electric vehicles, 3 charging stations are available in the hotel parking (1st floor). The charging rate is : CHF 1,50 fix + CHF 0,55 per kWh. This Payment is made directly via the app (evpass). 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°555.

PHONE

Please note that any internal or external call must transit through the Reception on N°555.

PONTOON

The Royal Plaza Montreux has its own private pontoon. If needed, contact the Concierge on N°555.

POWER ADAPTORS

The voltage/frequency combination in Switzerland is 230 volts/50hz. Power adapters are available on request at the front desk.

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°555.

SAFETY IN CASE OF FIRE

In case of fire or any other accident, remain calm & contact immediately the Concierge or the Reception on N°555. Afterwards, leave your room

using the emergency exits. Please be reminded that lift must not be used in the event of a fire. You will find an evacuation plan in your room & next to the lift.

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.

SUMMER TERRACE

The summer terrace is located around the Spa, on the roof of the Conference Centre, 1st floor of the Royal Plaza Montreux.

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.

Villa Toscane is part of the Swisstainable sustainability program, classified at [level I - committed](#).

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°555.

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°555, who will be happy to answer all your questions.



CONTACTS

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.

CONCIERGE

Number 555

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

Number 555

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

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

HOUSEKEEPING

Number 555

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.