



# BEATUS

MERLIGEN-THUNERSEE

Wellness- & Spa-Hotel

Wellness on the Thunersee Riviera  
AT THE BEATUS Wellness- & Spa-Hotel!

A unique world of wellness and a true holiday oasis await you at the outdoor salt-water pool directly on Lake Thun: The 2,000 m<sup>2</sup> wellness and spa landscape, the 12,000 m<sup>2</sup> hotel park with direct access to the lake and daily sensual delights from our kitchen and wine cellar make the BEATUS Wellness- & Spa-Hotel what it is:

A VERY SPECIAL PLACE IN THE HEART OF SWITZERLAND!

## Important information for **you**

### 1. HOTEL

#### **AMBIENCE**

Characterized by warm hospitality and breathtaking views over Lake Thun and Niesen, our local mountain, Hotel BEATUS offers you a varied range of well-being options.

#### **TERMS AND CONDITIONS**

You can find them on our website <https://www.beatus.ch/en/rooms-suites/prices-and-cancellation>

#### **GUEST TOILETRIES**

We avoid disposable shampoos and soaps for environmental reasons. You will find products from the company Riviera Suisse in your room: Shampoo & shower gel, hand & body lotion, hand soap and bath additive.

#### **INTERNET / W-LAN**

Free W-LAN is available for your use without an access code throughout the building and in your room. (Beatus Public)

#### **CINEMAS**

There are cinemas in Thun and Interlaken. The reception desk team can provide current listings.

#### **NATURE**

The best way to experience our incredibly beautiful Bernese Oberland Riviera is with a boat tour (boat dock is directly in front of the hotel) or on a **comfortable day excursion** with our hostess Susanne. For active guests, we recommend a tour with our host Volker. Whether on foot, on one of the hotel's mountain bikes or by hotel bus, whether relaxed or active, the wonderful impressions of Lake Thun are unforgettable. Merligen owes its nickname of "Palm Village" to the Mediterranean climate.

#### **POST**

Your daily newspaper is delivered to your room door by 8.00 a.m. You will receive one *Der Bund* or one *24heures* free of charge from Monday to Saturday. We keep your personal post ready for collection at the reception desk.



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## **PRICES**

Please consult our website for our prices:

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## **SMOKING**

The entire hotel and all rooms are smoke free. We will be happy to make an ashtray available for your stay in a room with balcony.

## **LAKE THUN REGION**

We look forward to welcoming you to the Lake Thun region. During your stay as a guest of Hotel BEATUS, enjoy the many benefits of the Lake Thun Panorama Card such as free travel by bus or post bus or discounts at various attractions such as the St. Beatus caves. You will receive a free Lake Thun Panorama Card at the reception desk upon arrival.

## **SHOES**

We recommend sport and walking shoes for a varied stay. You are welcome to place them outside your door in the evening for cleaning.

## **SPORT: IN AND AROUND THE HOTEL**

Our guest relations team looks forward to you joining them in sporting activities and guided hikes in the region from Monday to Friday. Enjoy these expert excursions. Our guest relations team is available in front of the restaurant entrance from 9.00 am until 10.00 am on these days for information and advice.

You can find other active enjoyment such as tennis, golf, skiing, river rafting, diving, writing, fishing, etc. in the surrounding area. Additional sporting activity experiences such as wake boarding, water skiing, sailing, paddle boats, canoeing and stand-up paddling are also available. Please contact the guest relations team or the reception desk staff.

## **CANCELLATIONS**

Please note the following when cancelling a room:

Please always cancel your reservation in writing. In the absence of a specific agreement, no cancellation fees apply up to 1 month before the arrival date. Beginning 30 days before the arrival date we will charge a maximum of 3 nights' stay including any services booked. If a reservation is cancelled within 7 days of the arrival date, 100% of the booked services will be charged unless a replacement guest is found. The same rule applies for delayed arrivals or early departures. In the event of billing, the amount you pay applies as a deposit for your next stay, if you booked directly with us. This does not apply to online bookings made through, for example, booking.com.

Deposit: A 100% refundable deposit is due at time of booking and can be charged at any time prior arrival.



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## **FOUR-LEGGED FRIENDS**

Dogs are always very welcome, although not in the "Table d'hôtes" restaurant, the swimming pool area, our wellness suites or the hotel park. We charge an additional cleaning cost of CHF 25.00 per night for your faithful friend, without food. Please let us know if you wish to bring your dog when you eat.

## **VALUABLES**

You may either keep your cash and valuables in the safe in your room or hand them in at the reception desk so they can be securely preserved in a separate drawer in the deposit box.

## **PAYMENT METHODS**

Hotel BEATUS accepts the following credit cards: Visa, Eurocard, Mastercard and American Express. You can also pay your bill at the reception desk with Postcard or EC card. You are also welcome to pay your bill with cash.

If you would like to make a deposit, we ask that you initiate this at least 15 days before arrival so we are in possession of the funds when you depart.

## **2. ARRIVAL**

### **ARRIVAL**

By car, take the A6 Thun-Nord/Gunten motorway exit, and keep going to the right in the direction of Gunten. If you are using public transport, the train brings you as far as Thun, where there are regular STI bus connections that will bring you all the way to the Hotel BEATUS (Merlingen Beatus bus stop). Alternatively, you can travel by boat from Thun station.

### **CHECK-IN and CHECK-OUT**

We guarantee your room after 4 pm on the day of arrival. You are welcome to use our wellness area before the guaranteed arrival. To allow the next guest to promptly settle into a clean room, we ask our guests to vacate the rooms by 11.00 am on the day of departure. Even after leaving the room, our wellness area is available to you for the entire day. If you spend more time in your room, please notify reception. We will be happy to arrange this for you, depending on the reservation situation.

### **PARKING**

Are you arriving by car? If you booked directly, free parking spaces are available directly in front of the hotel or across the road in the new parking area. This does not apply to online bookings made through, for example, booking.com.



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### 3. RESTAURANTS

#### ALLERGIES AND INTOLERANCES

In the event of allergies and intolerances, we ask that you let us know when making the reservation or upon arrival. We will be happy to pass on your wishes and needs to our chef, Tim Adolphs, and his team and ensure that you receive a personalised menu in our restaurants. Our reservations team at [welcome@beatus.ch](mailto:welcome@beatus.ch) or +41 (0)33 748 04 34 will be happy to answer any questions.

#### ENJOYMENT AND CUISINE

are found with the **BEATUS gourmet board** with a view of the lake and mountains or, with a blue sky and pleasantly warm temperatures, on the sun terrace where you will be pampered from the substantial breakfast buffet to the elegant dinner (Opening hours: Breakfast: 7.30 am - 11.00 am / Dinner: 7.00 pm - 9.00 pm).

If you prefer to dine à-la-carte, our "Orangerie Restaurant & Bar" is the perfect spot. This is the place where our chef, Tim Adolphs, gives his creativity free rein. Light Swiss cuisine in combination with Mediterranean creations unite into a symbiosis that delights the palate.

In each case, our trained and experienced service staff recommend the appropriate fine wines from our wine cellar. Enjoy an elegant dinner in equally elegant rooms with a view of the lake and mountains or on the terrace during summer temperatures. We shall be happy to take your table reservation by phone at +41 (0)33 252 81 81. (Opening hours: 12.00 noon until 2.00 pm and 6.30 pm until 10.00 pm)

Our "**Orangerie Restaurant & Bar**" is the ideal meeting place for a lighter snack, a casual dinner, afternoon tea or a creative cocktail with piano music and is open from 12.00 noon until 12.00 midnight.

We recommend our Café "**Le Palmier**" at the salt-water pool for a drink in your bathrobe, the pre-breakfast nibble or small snack (opening hours from 8.00 am until 9.30 pm). You can enjoy the wellness breakfast from 8.00 am until 11.00 am, a fine soup and varied salad buffet at lunchtime and a "Blechchueche" sheet cake in the afternoon.

#### DRESS

In the "Table d'hôtes" we expect our evening guests in smart casual clothing – please note that shorts and flip-flops are unwelcome. We look forward to your elegant, festive attire at the weekly gala evenings (October to April) and the festive dinners (1 August, Christmas, New Year's Eve, Easter).



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## **4. VITALITÀ**

The treatments in the BEATUS Wellness- & Spa-Hotel are as varied as the guests. Only one thing remains constant: the personal, individual attention of the therapists, who make every treatment a very special experience for you. Here, we call wellness Vitalità.

### **FITNESS**

Through participation in the daily free **gymnastics and relaxation lessons**, you will give your body new mobility and ensure an active counterbalance to everyday life.

Get to know and improve your fitness in our **Fitness Room**. After the optional Prefit Body Scan or completion of the form related to liability and health, you train independently in accordance with your individual training programme.

If you are interested in private training or a fitness room consultation, we ask that you arrange an early appointment at +41 (0)33 748 04 30.

Sports clothing and indoor sport shoes are required for use of the fitness room. (Opening hours: 8.00 am – 7.00 pm)

### **INFORMATION AND APPOINTMENTS**

You can obtain all information personally at the Vitalità reception desk, by phone at +41 (0)33 252 81 74, by email at [welcome@beatus.ch](mailto:welcome@beatus.ch) or online at <https://www.beatus.ch/en>. Upon our arrival or following a reservation on site, you will receive a personal wellness timetable from us.

### **CHILDREN AND YOUNG PEOPLE**

We do not offer any special treatments for children and young people. If children under 16 would like to book an appointment, a legal guardian must be present during the treatment.

For safety reasons, children aged 12 and above will only be permitted to use the equipment in the fitness room if accompanied by an adult. From 16 onwards they may train on their own.

Access to the sauna area is permitted for adolescents aged 16+ if accompanied by an adult. At 18 years they may use the facilities unaccompanied.

### **KIOSK**

The hotel's own kiosk offers everything from daily newspapers and magazines to personal care items such as toothbrushes or shower gel, confectionery, gifts and souvenirs. (Opening hours: 8.00 am– 9.00 pm)

### **Clothing**

Please only enter the sauna zones, pool areas and treatment rooms in the bathrobe from your room and the bath slippers that we are happy to make available for your stay, or barefoot. The "Bamboo" and "Classic" sauna zones may only be used naked (which is why entry is permitted from 16 onwards). You are welcome to visit the Vitalità reception desk, the Café "Le Palmier" and the hairdressing salon in street clothing.



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## **MEDICAL CONDITIONS**

Always let the therapist know of any medical conditions, problem areas, etc. before the treatment. If you do not do so, we will assume that you are healthy and that the treatment you have booked may be performed.

A medical questionnaire must be completed before every Prefit Body Scan.

## **SAUNA CULTURE**

The expansive "Classic" and "Bamboo" sauna parks, with different saunas and steam baths, the "Le Petit Oubli" relaxation room with "La Santé" Vital Bar, Kneipp zones and experience showers offers you ample space for perspiring and relaxing (Opening hours "Classic" sauna park: from 2.00 pm until 9.30 pm, "Bamboo" sauna park: from 12.00 noon until 7.30 pm).

We wish to point out that our sauna areas involve mixed saunas and naked zones.

## **SWIMMING POOL AND SALTWATER POOL**

We recommend a daily visit to our ***Indoor swimming pool (8m x 16m, 29°C)*** or our ***Outdoor salt-water pool-(35 °C)*** with natural brine and numerous attractions such as reclining jacuzzi, bubble benches and massage or neck jets. The doctor recommends a one-time daily visit of 20 minutes to the salt-water pool and only children over 6 years of age. Both pools are available year-round and are open from 8.00 am until 9.30 pm.

## **MALE AND FEMALE THERAPISTS**

are in our team. We can only consider your preferences if you inform us of them when booking your appointment. Otherwise, we will assign you a therapist who is available - male or female.

## **WELLNESS CANCELLATIONS OR APPOINTMENT CHANGES**

Please inform us at least 24 hours before start of treatment. Otherwise, we must charge 100% of the treatment if it cannot be resold.