



# Guest Services Directory

## ENHANCE YOUR EXPERIENCE

### **FAN OF M.O.**

Become a Fan of M.O. and member to enjoy additional benefits during your stay whenever you book your stay online through our website.

As a Fan of M.O., we offer you the convenience of faster booking, complimentary Wi-Fi and exclusive members-only offers from our hotels, restaurants, and partners around the world.

### **MANDARIN ORIENTAL GIFT CARD**

Delight your friends and loved ones with the gift of Mandarin Oriental's legendary service, Michelin-starred cuisine and award-winning spas. Mandarin Oriental Gift Cards are perfect for such special occasions as weddings, birthdays and anniversaries.

### **SHOP M.O.**

Bring home a touch of luxury. Experience the magic of Mandarin Oriental, delivered right to your doorstep. Shop a wide range of bedlinens, bathroom specialties, bathrobes, slippers and signature Mandarin Oriental aromatherapy spa products. Please visit our online boutique.

### **SUSTAINABLE DEVELOPMENT**

One of our guiding principles at Mandarin Oriental is 'Acting with responsibility', which we strive to achieve through our Naturally Better plan. We're on a journey to make things Naturally Better for the planet, for communities, and for you. As well as embracing and putting into practice our global sustainability initiatives, such as eliminating single-use plastic, here at Mandarin Oriental, Paris, only Palace in France which is certified High Environmental Quality, we also have our own local initiatives to make sure we play our part in making your stay more sustainable.

### **WE CARE**

Please visit our website for the latest information on our policies and enhanced health and safety assurances at Mandarin Oriental. If you would like to have a consultation with our team regarding your personal preferences on service levels and interaction with colleagues, please dial 9 on the phone in your room and our Guest Relations team will be delighted to assist you.

## YOUR EXPERIENCE IN THE COMFORT OF YOUR ROOM



### **ADAPTERS**

Please contact Concierge should you require an adapter or computer plugs or other types of cables.

### **AIR-CONDITIONING**

Air conditioning is provided in all of our guestrooms. Windows must be closed to switch on the system. If you need any assistance, please contact Housekeeping.

### **BATHROBES**

We are delighted to provide bathrobes for your use during your stay, which are located in the closet. Children's bathrobes are also available in small, medium and large sizes through Housekeeping. Should you wish to purchase any of our bathrobes, please visit our online boutique Shop MO.

### **DO NOT DISTURB**

Should you wish not to receive telephone calls or wish not to be disturbed, please inform the Operator by dialing 9. For privacy in your room, kindly press the button next to the entrance.

### **HAIRDYER**

A hairdryer is available in your room for your convenience and are located inside the bathroom drawer.

### **HOUSEKEEPING**

We provide housekeeping services twice a day, morning and evening. Please inform us if you have a preference as to when you would like us to service your room. If you should have any special housekeeping requests, i.e. bed board, baby crib, extra pillows, blankets, toiletries or any additional room amenities, please contact Housekeeping by using the direct dial button on your phone.

### **INTERNET ACCESS**

Wired high-speed internet access is available by connecting your computer laptop to the data socket on the desk. This connection is Public IP which permits the use of corporate VPN access and IP based voice/video conferencing. Wireless high-speed internet is also available in the privacy of your guest room and throughout all areas of the hotel.

### **LAUNDRY AND PRESSING**

Laundry and pressing services are available 24/7 and dry-cleaning available Monday 08:00am to Saturday 10.00am. For more information, please refer to the laundry list located in your wardrobe.

## **SAFE**

For your convenience, a personal safe is provided in each room. If you require assistance, please do not hesitate to contact your Front Desk team. Additional guest safes are available at the Front Desk.

## **SHOE-SHINE SERVICE**

Complimentary shoe-shine service is available for you. Please contact Concierge.

## **TOILETRIES**

Please contact the Housekeeping should you require any toiletries such as a toothbrush or razor.

## **VALUABLES**

Mandarin Oriental Savoy, Zürich cannot be held responsible for any loss or damage to guest property, unless it is deposited with our Security Department for safe custody.

## **VOLTAGE**

The electrical current is 220V. You will also find a 110V shaving socket in the bathroom. An adapter and transformer are available on demand, please contact Concierge for assistance.

## **YOUR STAY**



## **BUSINESS SERVICES**

A variety of services are available, including secretarial support, and laptop hire. Wi-Fi is available in all of our guestrooms and public areas. Should you require any assistance, please contact the Front of House Team for further information.

## **CHECK-OUT TIME**

Our check-out time is 12.00pm (noon). If you need a late check out, please contact the Front Desk.

## **CHECKS**

Personal and company checks cannot be accepted as well as Travelers Checks.

## **CREDIT CARDS**

Major credit cards such as VISA, AMERICAN EXPRESS, MASTERCARD, MAESTRO, DINERS CLUB and JCB are accepted. Full details can be obtained from the Front Desk.

## **CURRENCY EXCHANGE**

We accept and change the following foreign currencies: GBP, EUR and USD



## **LOST AND FOUND**

In the event that you misplace a personal article, our Security Department will be delighted to provide assistance.

## **MANAGER**

A Manager on Duty is present at all times. Please contact the Manager via the Operator.

## **YOUR STAY WITH YOUR FAMILY**



### **BABY-SITTING**

The dedicated Concierge team will be delighted to arrange for a babysitter using our recommended external agencies. Advance notice is required.

### **CHILDREN'S AMENITIES**

We offer cribs and baby care packages for the comfort of travelling families. Housekeeping can arrange cots, strollers, highchairs, bottle warmers and sterilizers. Please contact Housekeeping for any requests you may have.

## **OUR CONCIERGE TEAM AT YOUR SERVICE**



### **AIRPORT TRANSFERS**

Our Concierge team will be delighted to assist with your transport needs.

### **CONCIERGE SERVICES**

Our Concierge team is available to assist you with theatre tickets, restaurant reservations or any other services you may require during your stay.

### **DOCTOR**

Please contact the Concierge for assistance.

### **HAIRDRESSER**

We would be delighted to arrange an external hairdresser appointment, please contact the Concierge for arrangements.

### **LIMOUSINE SERVICE**

Our Concierge will be delighted to arrange limousines or car hire services during your stay.

## **LOST LUGGAGE**

In the event of luggage being lost or misplaced by airlines, please contact Concierge for assistance. If required, Housekeeping can arrange a selection of basic toiletries and clothing for you.

## **NEWSPAPERS**

We offer a wide variety of international Newspapers and Magazines on MO Library.

## **PARKING**

This can be arranged through our Concierge. Please give advanced notice for your car to be collected from the external parking garage. Charges for valet parking will be directly applied to your hotel account.

## **PHARMACY**

Please contact the Concierge who will be delighted to provide directions to the closest pharmacy which is within walking distance of the hotel.

## **TAXIS**

The Concierge team will be more than happy to arrange a taxi according to your needs.

## **WHEELCHAIRS**

These can be arranged by our Concierge team.

## **YOUR CULINARY EXPERIENCE**



### **BREAKFAST**

Breakfast is served at Savoy Brasserie & Bar every day of the week, from 7:00 am till 10:30 am. Additionally, you can enjoy breakfast through our In-Room Dining service, which is available 24 hours a day. To order, simply call In-Room Dining directly using the phone in your room or call out the breakfast menu provided in your room and place it outside your door before 2:00 am.

### **SAVOY BRASSERIE & BAR**

Savoy Brasserie & Bar, our all-day dining restaurant, offers a delightful fusion of refined French tastes with influences from the local Swiss and German cuisines, skillfully curated by Chef Benjamin Halat. We are open every day of the week, from 7:00 am till 10:30 am for breakfast, from 12:00 pm till 2:30 pm for lunch, and from 6:00 pm till 10:00 pm for dinner. During the summer, be sure to carve out some time to visit the outdoor terrace, where you can relish in delightful dining experiences and savor refreshing drinks.

Open Mondays - Sundays from 08.00 am till 22.00pm (April-October)

## **MANDARIN LOUNGE**

Savour the refined atmosphere of Mandarin Lounge, where you can discover a variety of delicious drinks and light bites. With our signature Afternoon Tea as centrepiece, the menu also offers an extensive choice of elegant cocktails and delicious small bites. Enjoy Aperol drinks, a light snack or a cappuccino while relaxing in the elegant surroundings.

Open Mondays - Thursdays from 09:00 am till 00:00 , Fridays & Saturdays 09:00 am till 01:00 am.

## **ORSINI**

ORSINI offers a unique culinary journey through Italy. Chef Guida's innovative approach to Italian cuisine enhances each dish, showcasing the authentic essence of this remarkable culinary tradition. With a fervor for blending tradition with creativity, Chef Guida invites diners to savor a harmonious array of flavors that honor the country's gastronomic heritage. At ORSINI, we guarantee an unforgettable dining experience that transports you directly to the heart of Italy.

Open Tuesdays - Saturdays from 12.00 pm till 2.00pm for lunch & 6.00pm till 9.30pm for dinner.

## **1838**

Experience the awe-inspiring blend of urban sophistication and natural grandeur from our Rooftop Bar 1838, where you can relish delectable Asian delicacies, delightful cocktails, mocktails, and a fine selection of wines. Named in tribute to the hotel's establishment in 1838, this remarkable rooftop bar guarantees a memorable experience by coupling superb cocktails with an unparalleled vista. Immerse yourself in a culinary journey with our enticing menu featuring a diverse range of Asian dishes, complemented by imaginative cocktails and crisp Champagne, as well as a curated selection of wines.

Open Mondays - Sundays from 12:00 am till 22:00 pm (May-September)

## **YOUR SAFETY**

## **SMOKING**

Kindly be advised that smoking is prohibited within our rooms, suites, and public areas. Our Concierge Team is at your disposal to provide suitable alternatives.