



Acasa Suites from A to Z

THINGS TO KNOW ABOUT OUR HOTEL

Dear Guest,

we are delighted to welcome you at Acasa Suites Zurich. On the following pages we have listed everything you need to know about Acasa Suites, for you to feel truly at home with us.

If you have any further questions, simply contact reception or send a WhatsApp message to +41 79 102 64 93.

We wish you a pleasant and relaxing stay with us.

Your Acasa Team

acasa
SUITES ZURICH

LOCAL • INDEPENDENT • PASSIONATE

A

ACASA-MAT

On the ground floor next to the lift you will find our Acasa-Mat with a selection of snacks & drinks and useful everyday items.
Payment is by your credit card.

ACCESSIBILITY

Acasa Suites also offers handicap friendly rooms and apartments with special features: wider door frames, more space, low level storage and handrails in the bathroom.

ADAPTER

At reception you will receive a selection of adapters for a deposit of CHF 30.

B

BABY COT

We will be happy to bring a baby cot to your room free of charge.
Simply contact reception or send a WhatsApp message to +41 79 102 64 93.

BABYSITTING

You can book a babysitter at [care4kids.ch](https://www.care4kids.ch).

BATHROBE

We will be happy to bring you a bathrobe to your room free of charge.
Simply contact reception or send a WhatsApp message to +41 79 102 64 93.

BAR

Opening hours of our bar & terrace:
daily: 7 am to 11 pm

In-house guests are also welcome outside these opening hours. We are happy to serve you at the bar with a reduced drink & snack offer.

BED LINEN

Your bed linen will be changed every three days, unless we have made other arrangement with you.

BIKES

On publibike.ch you can find the locations of public bicycles. The next Zürivelo station is located on the way to Oerlikon station. If you have any questions just ask at reception.

BREAKFAST

The breakfast buffet in the Restaurant Acasa is available as follows:

Mon-Fri 7 am to 9:30 am &
Sat-Sun 7 am to 11 am



CAR RENTAL

Would you like to rent a car? You can book a car at sixt.ch or europcar.ch.

CHARGING STATION

For electric cars we have 3 charging stations right next to the house and 3 in our underground parking.

CHECK IN & CHECK OUT

You can check in from 3 pm. If you arrive earlier, we can store your luggage until your room is ready or you can book an early check-in from 12 am-3 pm for an additional CHF 30/hour.

On your day of departure, you can use your room until 11 am. If you wish to check out later, you can book a late check-out from 11 am to 2 pm for a surcharge of CHF 30/hour. Subject to availability.

CO-LIVING & CO-WORKING

You are welcome in our stylish and cosy co-living and co-working area 24/7.



DEPOSIT

With check in, we reserve a deposit on your credit card of CHF 100/night (maximum CHF 300). If you pay in cash, the minimum deposit is CHF 200.

DOCTOR

In the event of a medical emergency, the Permanence Marktplatz Qerlikon is only a 9-minutes walk.

Opening hours:
Mon-Sat 7 am to 7 pm, sundays & public holidays 10 am to 5 pm

F

FIRE/ESCAPE PLAN

The escape plan is displayed on the back of your room door. Please follow the instructions of our modern evacuation system and our qualified staff.

G

GTC

You can find our GTCs [here](#).

GYM

With our modern Matrix fitness equipment, you can stay fit while travelling and work out 24/7. Access is granted via your room card.

H

HAIRDRYER

There is a hairdryer under the sink in the bathroom.

I

INTERNET

highspeed-wifi: ACASA
password: Acasa-Suites

If there is a problem with the wifi,
please contact the reception.

IRONING

You will find an ironing board and iron in your wardrobe in your room and can use it without restriction during your stay.

We can also take your laundry to an external dry cleaner. You can find the prices [here](#). If you bring your laundry to reception by 9 am you will receive them fresh and clean by 6.30 pm the same day.



LAN

You will find a Lan connection at the desks in your room. If you need a cable to access to the Lan connection simply ask at reception.

LAUNDRY

Our Laundry Rooms on the ground floor and 4th floor with washing machine and dryer are available to our guests free of charge. Please simply come to reception to reserve a washing slot and to receive the key card.

Opening hours: 8 am to 10 pm

LAUNDRY SERVICE

We offer a laundry service in cooperation with an external partner. You can find the prices [here](#). If you hand in your laundry at reception by 9 am, it will be returned to you by 6.30 pm on the same day.

M

MASSAGES

We will happily book a relaxing massage for you. Just have a look at our [spa menu](#) and book an appointment at reception.

P

PARKING

Do you need a parking space in our underground car park with direct access to the hotel? For a fee of CHF 29 per day, you can park your car 24/7 in our extra-wide parking spaces.

Simply ask at reception. Car access is via Ruedi-Walter-Strasse 2. In front of the hotel there are also paid short-term parking spaces.

PETS

Pets are welcome upon request. For extra cleaning a fee of CHF 35 per pet per night is charged.

PHARMACY

You will find the nearest pharmacy in the Coop Center Eleven 3 minutes from [here](#).

Opening hours:
Mon-Sat 8 am to 8 pm

For emergencies, [Bellevue Pharmacy](#) is open 365 days 24/7.

PILLOW

Uncomfortable pillow? Simply send a WhatsApp message to +41 79 102 64 93 - our housekeeping team has further pillows to offer.

PRINTER

Need to print something out? No problem, just let us know at the reception. Here you can have an A4 colour printout made for CHF 0.50 or you can borrow our portable wifi printer for CHF 35/day (incl. 100 sheets of A4 paper). Subject to availability.

R

RADIO

You can select a radio programme from a wide range of radio stations via the TV remote control.

RECEPTION

Our reception is available 24/7 and can be reached via WhatsApp message to +41 79 102 64 93, call +41 44 552 78 78 or [email](mailto:welcome@acasasuites.com) to welcome@acasasuites.com.

RESTAURANT ACASA

Our chef Martina and her team are waiting for you for a business lunch or dinner with original southern Italian cuisine and international classics in our [Restaurant Acasa](#):

Mon-Fri noon to 9:30 pm
Sat 2 to 9:30 pm

Here you can find our current [business lunch menu](#) or the [dinner menu](#).

From 2-6 pm we are happy to treat you to a selection of classics from our [small menu](#).

REVIEWS

Liked it? Share it. Click [here](#) to submit your review.

RITUALS CARE PRODUCTS

Do you like our RITUALS products and would like to take them home?
We will be happy to sell you the products at reception.

ROOM CLEANING

We clean your room every day, unless we have made another agreement with you. If you would like your room to be cleaned more often, we can offer this at a surcharge – depending on the room category. Please inform reception before midnight, if you would like to help protect our environment and forego the cleaning of your room (excluding your day of departure). We will reward this engagement with a drink voucher for our bar worth CHF 10.

ROOM TEMPERATURE

The entire building is equipped with automatic climate control – our contribution to climate protection. Individual settings within an approved range are possible via the control panel in your room, whereby the effect is delayed due to the system.

+ means warmer, – means cooler



SAFE

There is a safe in your wardrobe for your valuables. You can find out how it works [here](#). We cannot accept any liability for the content.

SMOKING

We are a non-smoking hotel. The use of incense, scented candles and flammable fragrances is strictly prohibited.

In the event of violations of the smoking ban we have to charge an extra cleaning fee of CHF 200. In case of heavy contamination, we reserve the right to increase the fee accordingly. If the room cannot be sold as a consequence of persistent bad odours, an extra night will be charged in addition to the cleaning costs. A fire brigade intervention caused by smoking or burning of any substances will be charged at full costs of CHF 1'800 plus VAT.

SMOKE DETECTOR

Smoke detectors are installed in all rooms. If the smoke detector is deliberately removed, covered or otherwise tampered with, we will charge CHF 500 for the repair and reserve the right to press charges. A possible fire brigade intervention will be charged at full costs of CHF 1'800 plus VAT.

SPA

As a hotel guest, you can use our spa area free of charge.

Our wellness area sports a Finnish sauna, a steam bath and a resting area.

The spa is open Monday to Friday from 5 pm to 10 pm, Saturday & Sunday from 10am to 10pm for all guests over 16. You can gain access with your room card. If you wish to relax at these opening hours, simply contact reception (heating up takes 30 minutes).

STORAGE

If you would like to enjoy your day of departure without luggage, we will be happy to store your luggage at reception.

SUN BLINDS

The sunshade is only in operation during the summer season. It is automatically controlled. Depending on the weather conditions and in winter, the system remains switched off for safety reasons. For an undisturbed sleep, we therefore recommend that you darken the room with the curtains.



TAXI

Simply contact reception (via WhatsApp message or call +41 79 102 64 93) if you would like us to call a taxi for you.

TORCH

In case of an emergency we have placed a torch in the bedside table in every room. If you would like to take it home with you, you can buy one for CHF 10 at the reception.

TOWEL WARMER

For reasons of climate protection, the towel warmer in the bathroom is generally turned off. Simply switch it on at the button of the radiator, for your comfort.

TV

Our 50-inch flatscreens offer a wide range of TV channels and Smart TV (e.g. Netflix).



UMBRELLA

In each room there is an umbrella in the wardrobe for the duration of your visit.



VOUCHER

Buy Acasa moments as gift vouchers. Available at reception.