MERCURE

HOTEL

PLAZA BIEL/BIENNE

A

ADAPTERS
Adapters available at the reception desk for a deposit of CHF 15.00.

AIR CONDITIONING
All rooms are fully air-conditioned with an adjustable air conditioning system.

B

BABY
Cots and baby seats are available, please ask at the reception for more information.

BAR
Our bar offers a variety of beers, local wines, cocktails and soft drinks.
Opening hours: see restaurant Barrique.

BATHROBE
Available on request. Please ask at reception.

BED LINEN
We are happy to change sheets and linens on a daily basis upon request for a flat rate of CHF 15.00.

BED SUPPLIES
We will be happy to provide you with various additional pillows and duvets on request.

BICYCLE
We have a small bicycle workshop available for simple repairs on your own bike.

BREAKFAST BUFFET
Every day from 6.30 am to 10.00 am and on weekends from 7am to 10.30 am in the Barrique restaurant.
In case of gluten or lactose intolerance/allergy, please ask the service staff the night before or the morning of the day to order gluten-free bread or lactose-free milk.

BRUNCH
Enjoy our brunch every Sunday from 11.00 am to 1.30 pm in the Barrique restaurant.

C

CHARGING CABLE
We can provide emergency charging cables and plugs at the reception desk for a deposit of CHF 15.00 / piece.

CHECK-IN
From 3.00 pm. If you wish to check in earlier, please inform the reception. It is possible to check in as early as 10.00 am for a fee of CHF 30.00.

CHECK-OUT
At 12.00 noon. Would you like to stay a little longer in your room? Ask at the reception for availability!
Late check-out is possible until 3.00 pm, with a supplement of CHF 30.00.

CHILDREN
Children under the age of 12 stay free of charge in the parents' room.

CITY MAP

Please ask at the reception for further information.

CO-WORKING

Our MWork co-working space is located on the ground floor. Please contact the reception desk for further information.

CREDIT CARDS

At check-in, we request a credit card. We take a deposit on this card, it is not a debit.

E

E-BIKES

Discover the region by electric bike, rent one of our e-bikes for a (half) day. Please ask at the reception for more information. (Seasonal)

EMERGENCY

Please contact the reception first.
EU number 112
Police 117
Fire brigade 118
Ambulance 144

EXCURSIONS

Please ask at the reception for more information.

F

FIRE ALARM

Please follow the instructions on your room door. Do not use the lift.

FITNESS

Mon - Sun 6.00 am – 10.00 pm
Linen available on site and bathrobe on request at reception.

FLOWERS

On request. Please ask at the reception for further information.

H

HEURE BLEUE BAR

Tues - Wed	17.00 pm – 12.00 pm
Thurs -Sat	17.00 pm – 2.00 am
Sun - Mon	closed

I

INTERNET

WLAN / WiFi free of charge, ask for the unique access codes at the reception or register with your mobile phone number.

IRONING

Available on request. Please ask at the reception.

L

LAUNDRY

Laundry can be handed in at the reception until 9 am. Return at 6.00 pm the same day. Saturday, Sunday and public holidays not available. The price list can be found in the room wardrobe.

LUGGAGE ROOM

You can leave your luggage in our luggage room. Please ask at the reception for further information.

LUGGAGE SERVICE

A luggage service is available on request at a cost of CHF 5.00 per transport and luggage (porterage in and out).

M

MAXIBAR

You can find a wide range of alcoholic and non-alcoholic drinks and various sweet and savoury snacks.

MINIBAR

Free mineral water, tea and coffee, the price list for other items is in the minibar.

Please report any drinks from the minibar to the reception desk when you check out. If you forget, we reserve the right to send you the relevant invoice or to charge your credit card after your departure.

MEDICAL EMERGENCY

Medical advice from the Biel Medical Emergency Service 0900 900 024 (surcharged service / rate per minute).
Emergency service Hospital Biel
Phone +41 32 324 24 24

MEETING ROOMS

There are 2 large seminar rooms on the 6th floor for your meetings or other events, the MWork space on the ground floor for small meetings and the Mezzanine (open but private space) as well.

N

NEWSPAPERS

Find the Swiss daily press in our restaurant or lobby.

P

PARKING SPACE

Underground garage (fee)/ night, limited number of spaces. We have a collaboration with the underground car park of the "Vielle Ville" at about 300 meters. We will exchange the entrance ticket directly at the reception (special price).

PETS

Pets are welcome. We charge a supplement of CHF 25.00 per pet per night, without food.

PHOTOCOPY AND SCAN

On request. Please ask at the reception. (fee)

POST

Possibility of depositing your mail, (already stamped) at the reception. Otherwise, the post office is only a few minutes away from the hotel.

R

RECEPTION

24 hours a day, reachable on 6868 from your room's landline telephone.

RESTAURANT BARRIQUE

Mon-Sat 6.30 pm – 10.00 pm
Sun Brunch 11.00 am – 1.30 pm
Last order 30 minutes before closure.

ROOM SERVICE

24 hours a day. We serve breakfast until 10.00 am, snacks 24 hours a day and à la carte meals in the room (see restaurant opening hours), at a cost of CHF 5.00 extra. From 9.30 pm we only serve snacks. Take a look at the menu!

RECHARGE STATION

2 charging stations for electrics cars, in partnership with Green Motion.

S

SAFE

All our rooms are equipped with an individually coded safe. A central safe is located at the reception. Any value over CHF 1000.00 must be deposited in the central safe.
We accept no responsibility for theft.

SAUNA

Mon - Sun 5.00 pm – 10.00 pm
Linen is available on site and bathrobes are available on request at reception.

SEMINAR ROOMS

For your meetings, aperitifs or other events, we offer you our seminar rooms on the 6th floor, as

well as the MWork space on the parterre for small meetings and the Mezzanine which is private but open.

SEWING KIT — Available on request. Please ask at the reception.

SHOE CLEANING — A shoe shine and care machine is located on the ground floor. You can ask for a cleaning kit at the reception.

SHOP — Basic necessities for sale. Please ask at the reception for further information.

SLIPPERS — Available on request. Please ask at the reception.

SMOKING POLICY — All our rooms are non-smoking. Smoking in the rooms is strictly forbidden and a cleaning fee of CHF 150.00 will be charged in case of non-compliance.

SOCIAL NETWORKS — Instagram : @MercureBielBienne
@barrique_restaurant_bienne
Facebook: Mercure Biel Bienne
Barrique Restaurant Biel

SOUVENIRS — We offer a variety of souvenirs at the reception. Check out our shop window next to the lifts.

T

TAXI — We will be happy to book a taxi for you at the reception.

TELEPHONE — There is a landline telephone in your room. You can reach the reception on 6868 and the restaurant on 6823.
To call another room, please dial 4 + the room number.
To call outside the hotel, please dial 0 + the desired telephone number.

TELEVISION — The list of TV channels can be found in the room.

TERRACE — The terrace of our restaurant is open from the first warm days.

U

UMBRELLA — Available on request. Please ask at the reception.

W

WAKE-UP CALL — Request at the reception.

INFORMATION PROVIDED FOR INFORMATION PURPOSES ONLY AND SUBJECT TO CHANGE OR ERROR.