

KREUZ BERN

WELCOME TO THE HOTEL KREUZ BERN



A warm welcome from the team at Hotel Kreuz – we are very happy to have you here.
We will do our best to make your stay as pleasant as possible.
Our hotel in the old town has a long tradition and offers you
uncomplicated hospitality in the heart of Bern.

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KREUZ BERN

A

Activities – sustainable discovery tours in the surrounding area

E-Bike Tours around Bern

Lub your bike chain, adjust the saddle and get out your sunglasses! The warm weather brings a longing for the outdoors. Be it by Lake Wohlen, in the Gantrisch Nature Park, in the town of Laupen, on the Frienisberg plateau, or in the Emmental valley: If you're kicking off the cycling season on one of Bern's Top 10 routes, you can expect plenty of highlights. Every single one of these circular routes has stunning views of the Bernese Alps and characteristic regional features in store for bicycle trekkers.

More information: [Cycling Tours Bern - Bern Welcome](#)

City tours

At 288 kilometers, the Aare is the longest continuous river in Europe. The unmistakable spot around the UNESCO-listed Old Town, the bend of the Aare, served, among other things, as protection against unwanted guests. What else did the river serve for in the past, what are the stories behind the various fountains, and what do the fountains on the Bundesplatz represent? No wet feet on this city tour, but an immersion in Bern's interesting water history.

More information and booking enquiries: [All about water - Bern Welcome](#)

SDG Walk

SDG stands for the UN's Sustainable Development Goals. They comprise a world at peace in which no one has to experience hunger, land and water ecosystems are protected, and consumption and production do not exceed planetary boundaries. The aim is to accomplish this by 2030. If you're wondering whether that's realistic, go on the 4-kilometre SDG Walk through Bern's Old City to discover all of the things that are being done to reach these goals.

Start walking: [SDG Walk city centre - Welcome to the SDG Walk](#)

Gantrisch Nature Park

The Gantrisch Nature Park is committed to protecting natural treasures. The mosaic of many different habitats makes the region valuable and provides a home for a variety of rare animal and plant species. Learn more about nature, the history of the land and its people, and the cultural treasures in the nature park in a playful way on the family and themed trails.

Discover Gantrisch: [Aktivitäten - Naturpark Gantrisch](#)

Sustainable Food and Drink

Potatoes, peaches, apple juice, tree nuts, dried sausage, goat's cheese, honey, jam, ice cream and, and... The products sold in Bern's farm stores are seasonal and fresh and the variety is endless. To celebrate sustainability from A to Z, we recommend combining the regional shopping experience with a bike ride – don't forget your "Velochoörbli" or rucksack for the delicacies!

Learn more: [The most beautiful farm shops in Bern - Bern Welcome](#)

KREUZ BERN

Activities – Discover Nature & Biodiversity in Bern

Bern is not only known for its charming Old Town, but also for its impressive variety of natural habitats. In and around the city, you will find valuable biodiversity hotspots that invite you to explore, unwind, and be inspired. We are pleased to recommend some particularly noteworthy locations:

[Dählhölzli Zoo & Dählhölzli Forest](#)

Located idyllically along the River Aare, Dählhölzli Zoo combines nature experiences with environmental education. Here, you can discover mainly native animal species in near-natural habitats. Directly adjacent lies the Dählhölzli Forest – an ecologically valuable floodplain woodland with high biodiversity. The combination of river, forest, and zoo makes this area a unique natural space in the heart of the city.

[Botanical Garden Bern](#)

A green oasis home to over 55'500 plant species from around the world. The Botanical Garden offers fascinating insights into a variety of habitats – from alpine plants and tropical greenhouses to dry ecosystems. Ideal for an educational yet relaxing walk.

[Elfenau Park](#)

Elfenau Park is an expansive park landscape located right by the River Aare. In addition to well-maintained green spaces, it also features natural areas that provide habitats for numerous bird and insect species. The diversity of plant life is especially impressive in spring and summer.

[Gurten – Bern's Local Mountain](#)

The Gurten combines recreation with nature experiences. Flower meadows, forests, and pastures offer valuable habitats for butterflies, wild bees, and many other species. At the same time, you can enjoy magnificent views of the city and the Alps. Perfect for a half-day excursion.

[Aare River near Eichholz](#)

The area around Eichholz is one of the most natural sections of the Aare close to the city. Its dynamic riverscapes, with gravel banks and floodplains, provide habitats for numerous plant and animal species. A wonderful place to experience the river's natural power.

Our Contribution – and Yours

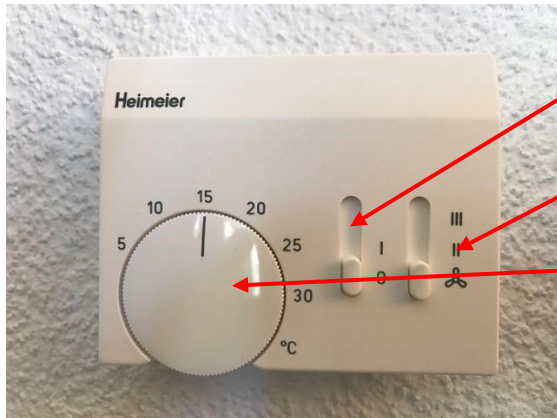
These valuable natural areas contribute significantly to biodiversity and quality of life in Bern. We warmly invite you to explore them – and kindly ask you to treat nature with respect, so that this diversity can be preserved for future generations.

We wish you relaxing and inspiring nature experiences in Bern!

KREUZ BERN

Air conditioning

In Every room is an air conditioner. The room can be cooled down to the desired temperature, but it isn't possible to heat. For ecological reasons the air conditioning system only works at a higher outside temperature of 18 degrees.



Switch on/off

Strength of ventilation

Temperature in °C



B

Restaurant Bärenhöfli

Bärenhöfli
essen/trinken/treffen

Welcome to our in-house restaurant Bärenhöfli. Our friendly service team will be happy to serve you from:

Monday to Friday	11:30 – 22:30 o'clock
Saturday	10:00 – 22:30 o'clock

Warm kitchen:	
Monday to Saturday	11:30 – 21:30 o'clock

The restaurant is closed on Sundays and public holidays.



Every day, we serve you a varied daily menu as well as a weekly special – available with meat or as a vegetarian option. In addition, you can look forward to a fine selection of à la carte dishes.

Top it all with our legendary "Öpfuchüechli" (apple fritters) – a piece of tradition that simply belongs to the experience.

- ➔ Reserve a table now [Bärenhöfli in Bern | Reservation](#)
- ➔ View the menu [autumn menu](#)

A piece of Bernese tradition – right in the heart of the city

Anyone from Bern knows them – the crispy and fruity house specialty from the Bärenhöfli. For generations, these golden-brown apple rings have been freshly prepared according to our secret family recipe. Whether enjoyed as a dessert or a sweet afternoon treat, our "Öpfuchüechli" are always a delight!

KREUZ BERN

Breakfast on 1st floor

Monday until Saturday 06.30 am - 10.00 am
Sunday / public holidays 06.30 am - 11.00 am

C

Check-in from 3.00 pm
Check-out until 11.00 am
Groups Check-out until 10.00 am

Cleaning

We clean the rooms daily. If you would prefer not to have your room cleaned, simply hang the red card on your door. Our bed linen and towels are changed every 3 days. If you would prefer not to have these changed, please let us know at reception so that we can save energy, water and laundry detergent.

Cleaning mattresses

Our mattresses are cleaned regularly and thoroughly by an external special company and they meet the standard approved by Hotelleriesuisse (Greenfirst ®).

Congress Centre Kreuz

Rooms for every opportunity

We offer you professional event rooms for business and private events. Whether a seminar, conference, meeting, banquet, concert, or a birthday party, we can offer you rooms for 10 to 240 persons. Aperitif, finger buffet or a banquet? You choose the culinary setting from our flexible catering offer. Please contact our congress department. <https://kongresszentrumkreuz.ch/en/>

Kongresszentrum Kreuz

info@kongresszentrumkreuz.ch
031 329 96 06



KREUZ BERN

D

Drinks

To make a small contribution to reducing plastic waste, we do not use PET bottles in the hotel rooms. Only in our Deluxe Single Rooms and Roof Deluxe Rooms we offer a fridge with mineral water and a coffee machine. Please help yourself to our high-quality Bernese tap water in your room or at the breakfast buffet.

Partnership with WATER FOR WATER (WfW)

Tap water is precious and can't be taken for granted by hundreds of millions of people. Together with the non-profit organisation WATER FOR WATER (WfW), we're promoting the value of clean water and raising awareness among our guests. With our proceeds from water sales, we support the work of WfW and strengthen water and sanitation supplies in Zambia and Mozambique.

On the 4th floor is a tea and coffee station which you are welcome to use. You will also find vending machines with cold refreshments on the 3rd and 4th floors.

For ecological reasons, we have dispensed with energy-intensive minibars in all rooms. Only in our Deluxe Single Rooms and Roof Deluxe Rooms we offer a fridge with mineral water and a coffee machine.

E

Emergency numbers

City Emergency	Schanzenstrasse 4A	031 326 20 00
Police		117
Fire department		118
Ambulance		144

Pharmacies

Pharmacy Dr. Noyer	Neuengasse 15	031 326 28 28
Pharmacy Zur Rose Bern	Marktgasse 46	058 810 11 02
Trainstation Pharmacy	Hauptbahnhof	031 329 25 25
Dropa Pharmacy	Neuengasse 41	031 311 65 88

Electric power supply in the rooms

When entering the room please insert your key card into the white box next to the door. Otherwise, the lighting doesn't work. When leaving the room, you don't have to turn off the light. Please take the key card out of the box and the light deactivates independently.

If you would like to charge a device, you can plug it in at the electrical outlets on the desk. The electrical supply of the outlets on the desk is working even if the key card is removed from the box.

KREUZ BERN

F

Fitness room

Our fitness room with infrared sauna is located on the 5th floor. This offer is for our hotel guests free of charge.

Monday until Saturday 06.30 am – 11.00 pm.

Sunday 08.00 am – 10.00 pm

L

Local offers – Attractions

Enthusiasm for nature

Faunabern

By acquiring land and carrying out maintenance work, faunabern creates more space for biodiversity. And through environmental education, it creates more space for nature in people's minds.

Discover events <https://faunaberna.ch/events>

Pro Natura

Pro Natura offers a variety of interesting events and excursions throughout the year. Discover the diverse range of activities on offer.

Events [Pro Natura](#)

Festival of Nature

22 May is International Biodiversity Day – and it will be celebrated with over 700 events throughout Switzerland. The focus will be on the diversity of life. From urban biodiversity and combating invasive neophytes to ecological infrastructure, the Festival of Nature invites you to rediscover our environment.

There is also plenty going on in Bern. Numerous events bring interested parties closer to the flora and fauna in a variety of ways – whether in the middle of the city or out in the countryside. More information [Welcome to the Festival of Nature](#)

From 20 to 25 May 2026, the festival will celebrate its 10th anniversary!

Art and culture

Bern is a cultural hotspot and home to some of Switzerland's most important museums and galleries. Internationally renowned art and unique architecture make a visit here unforgettable!

Creaviva (ZPK)

Creaviva is a place of lively creativity: together with Paul Klee, visitors of all ages can explore the world of art and painting – and try their hand at creating something themselves. Further information [Creaviva | Zentrum Paul Klee](#)

Museum/Museum Card

You find a lot of museums in the city of Berne. We like to hand you our museum guide at the reception. The museums are open from Tuesday until Sunday.

To visit the museums in Berne, you may buy a Museum Card. These are available at the reception. Per entrance there are 2 adolescents until 16 years for free.

Price for adults (from 16 years old) [Museumcard - Bern Welcome](#)

Museum Card 24h = CHF 28.00 // Museum Card 48h = CHF 35.00

KREUZ BERN

Light court

On every floor in the main building is a light court. On the 2nd floor you find a little table soccer and a little billiard table. On the 5th floor you find a TV room. Please take consideration to the other hotel guests.

Lundry service

On the 2nd floor we have a washing machine and a tumbler for our guests. They are available for your own laundry. The costs are CHF 7.00 per load. Please take the key at the reception. You also have the possibility to borrow an iron at the reception. We also offer a laundry service. To use this service, please hand in your laundry at reception before 9 a.m. and fill in the laundry list. Your laundry will be returned during the next day.

Item	CHF
Hemd / shirt / chemise	7.00
Bluse / blouses / blouses	7.00
Jacke / jacket / veston	13.00
Pullover / sweat-shirt / pullover	5.00
T-Shirt / T-shirt / t-shirt	4.50
Hose / trousers / pantalons	10.00
Jupe / skirt / jupe	7.00
Unterwäsche / underwear / sous-vêtements	2.00
Socken / socks / chaussettes	2.00

P

Public transport

To enable you to use public transport such as bus and tram throughout the day in Bern without restriction, you will receive a "Bernticket" free of charge (Gurtenbahn and Marzilibahn are included).

You can get the activation code from our reception and activate it via the following link:

<https://bern.com/en/inform/bern-ticket/activation>

→ You will receive your personal ticket once you have entered your name, surname and date of birth

SBB Tickets and luggage service

We recommend using the SBB online timetable to plan your journey. You can purchase your ticket directly via the following [link](#) or at our lobby kiosk. If you are travelling with luggage, SBB offers a range of [luggage services](#)

KREUZ BERN

Parking

Which motorist doesn't know this: the search for a parking space in the city centre can be stressful! The practical parking guidance system of Bern's multi-storey car parks provides a relief: our services provide information about available parking spaces in Bern's eight multi-storey car parks.

By calling 0800 727 536

The freephone number 0800 PARKEN (0800 727 536) will inform you about the status of free parking spaces, or at [Parking Berne - You can park safely with us](#)

Metroparking price for 24h	CHF 40.00
City hall parking Price for 24h	CHF 30.00
Station parking Price for 24h	CHF 39.00

R

Reception

Our reception desk is open 24 hours a day

Rooftop terrace

Would you like to rest for a moment and forget the daily worries?

Please ask at the reception for the key and take on the 5th floor the stairs to the fitness room and experience the view on the city of Berne and the mountains from our roof terrace. **Caution:** If the weather is bad, the exit close automatically.



S

Safe

Please deposit your valuables in the safe in your room. The hotel disclaims any liability for valuables not locked in the safe.

KREUZ BERN

Sustainability at Kreuz Bern

The Hotel Kreuz Bern AG is certified with the Swiss sustainability label ibex fairstay, representing independently verified quality in management, ecology, regionality, social responsibility, as well as finance & performance.

For us at Hotel Kreuz Bern, sustainability is not a trend, but an integral part of our daily operation. With our ibex fairstay certification, we make a clear commitment to responsible action – environmentally, socially, and economically.

Our goal is to offer you a thoroughly enjoyable and at the same time sustainable hotel experience.

Our Contribution to the Environment

We work every day to reduce our ecological footprint:

- energy-efficient technologies and optimized processes
- Responsible water use
- consistent waste separation
- active reduction of food waste
- participation in “Green Choice” programs (e.g. reduced linen changes)

Our goal:

Reducing food waste, lowering energy consumption per overnight stay, and continuously expanding sustainable products.

Sustainable Dining

In our kitchen, we focus on regional and seasonal products from the Bern region and Switzerland. Short supply chains protect the environment and support local producers.

- We place special emphasis on:
- regional sourcing of food products
- sustainable and certified ingredients
- transparent labelling for our guests

Our goal:

More regional products, less food waste, and full transparency for you.

Your Experience Is Our Priority

Your satisfaction is our motivation. Through regular feedback, we continuously improve our services – in our rooms, restaurant, and event offerings.

Our goal:

Consistently high guest satisfaction in friendliness ($\geq 9/10$) and ongoing service improvement.

Responsibility for Our Employees

Respectful cooperation is a core value for us. We promote:

- fair working conditions
- an open and supportive workplace culture
- training and professional development

Our goal:

Well-trained, motivated employees who actively contribute to sustainability.

KREUZ BERN

Strong Local Connections

As an urban hotel, we are closely connected to Bern and its surrounding region. We are happy to recommend:

- local excursion destinations
- cultural highlights
- sustainable leisure activities

Our goal:

To make the region tangible for our guests and strengthen local partners.

Our Commitment

Sustainability is a journey, not a destination. We continuously evolve – for you, for our employees, and for our environment.

We would be grateful if you, as our guest, would support our efforts and actively contribute to ensuring that our children and grandchildren can also see and experience all this beauty.

You can help us in a few simple ways by

- closing windows when the heating or air conditioning is on
- turning off the lights when you leave the room
- not leaving the water running unnecessarily
- reporting dripping taps or leaks
- placing towels on the shower floor or in the bathtub for changing
- Separating rubbish into the designated bins / PET collection on every floor
- Non-smoking hotel and rooms
- Preferring public transport and bicycles
- Protecting flora and fauna during excursions
- Preferring to buy regional, environmentally friendly and low-waste products.

Thank you for your cooperation.

We welcome your ideas and suggestions on how we can improve.

➔ **Give us your feedback** [Nachhaltigkeit im Kreuz Bern – Formular ausfüllen](#)

KREUZ BERN

Dear guest

Here's how you can help us successfully realize our environmental goals:



To avoid unnecessary waste of valuable energy, please ensure that the **windows are closed when the heating or air conditioning is switched on.**



and **turn off the lights** when you leave the room.



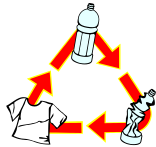
You can help us **save water** by letting us know if you discover a leaky tap or toilet flush.



and **be mindful of your own water consumption.** (e.g. turn off the water while brushing your teeth or shaving, etc.)



Our bed linen and towels are changed every 3 days. If you would like to save energy, water and detergent, simply hang the red card on your door to indicate that you do not require this service or a room clean.



In order to **recycle** as much waste as possible and produce as little residual waste as possible, we ask you to separate your waste as far as possible. There is a **PET collection point on every floor.** To reduce waste, we use quality products instead of disposable products and largely avoid portion packaging. **Please do not throw any waste or hygiene items into the toilet;** use the designated waste bin instead.



Please note the **non-smoking** areas in communal areas and in the hotel rooms.



To make it easier for you to leave your car behind, we will send you a pre-stay email with a link to book a public transport ticket, or you can purchase one from the lobby kiosk.

On the first page of this guest folder, you will also find a few ideas for sustainable activities in Bern and the surrounding area.

We welcome further suggestions and ideas at any time!

Please give us your feedback [Nachhaltigkeit im Kreuz Bern – Formular ausfüllen](#)

KREUZ BERN

T

Taxi

Bärentaxi

031 371 11 11

Novataxi

031 331 33 13

We are pleased to order a taxi for you. The waiting time for a taxi is about 10 minutes (In bad weather about 20 minutes).

TV - channel list

To access the current TV and radio channel list, please press the OK button on your TV remote control.

Sender NR	Channel	Country	Language
1	SRF 1 HD	CH	CH
2	SRF zwei HD	CH	CH
3	SRF Info HD	CH	CH
4	Das Erste HD	GER	GER
5	ARD alpha	GER	GER
6	ZDF HD	GER	GER
7	ZDF Neo HD	GER	GER
9	SWR BW HD	GER	GER
10	Sat.1	AUS	GER
12	RTL	AUS	GER
13	RTL Nitro	AUS	GER
14	RTL 2	AUS	GER
15	Super RTL	AUS	GER
16	TOGGO	AUS	GER
17	KiKA HD	GER	GER
18	ProSieben	AUS	GER
20	kabel eins	AUS	GER
22	VOX	GER	GER
23	3sat HD	GER	GER
24	arte HD	GER	GER
25	SR Fernsehen	GER	GER
	Suedwest TV		
26	Eurosport 1	GER	GER
27	Euronews	GER	GER
28	n-tv	AUS	GER
30	RSI LA1 HD	CH	ITA
31	RSI LA2 HD	CH	ITA
32	RTS UN HD	CH	FRA
33	RTS Deux HD	CH	FRA
35	CNBC Europe	USA	ENG
36	BBC World News	UK	ENG
37	Bloomberg Europe	UK	ENG
38	CCTV 4	CN	CN
43	BFM TV	IRA	IRA
49	ZAD TV	SAU	SAU
52	AL ARABIYA	ARA	ARA
53	Al Sharjah	ARA	ARA

KREUZ BERN

Telephone

For the reception desk please dial 10
To call another room, please dial the room number

For direct calls to rooms 10-51 please dial the number 6 before the room number.

V

Video surveillance

Your security is important to us. For this reason, we use video cameras in our house. These are used for the defence of dangers and as well for the pursuit of criminal offences.

Vouchers

Give pleasure to your friends, family, staff, or business partners. Vouchers for our Hotel Kreuz or the Restaurant Bärenhöfli are the right choice. The following vouchers are available at our reception:

- Vouchers for the Hotel Kreuz or the Restaurant Bärenhöfli at the amount of CHF 20.- up to CHF 100.-
 - Accommodation vouchers for two persons incl. breakfast
 - Vouchers for our legendary "Öpfuchüechli" (baked apple rings) incl. coffee or tea. Choose between a whole portion or a half portion
- ➔ Order now: [Hotel Kreuz Bern - Voucher, Gift, Gift Voucher, Voucher Shop](#)

WiFi

Throughout the whole house we offer you free WiFi. The WiFi name and password can be found on your room card cover.

We wish you a pleasant stay!
If you have any questions or requests, please do not hesitate to contact our reception desk at any time.



This hotel has been designed with your comfort and safety in mind. We have taken every precaution to prevent fires and to respond in the unlikely event of an emergency. Please help us in our efforts to ensure your safety.



When you check into your room, find out:

- How and where to report a fire?
- How to reach stairs and emergency exits?
- Where the nearest fire extinguishers are located.



In the event of a fire and subsequent alarm:

- Remain calm.
- Follow the instructions of hotel staff.
- Do not use the elevator.



What to do when you discover a fire:

- Report fire at once to front desk.
- Close all doors and windows.



What to do when the hall is filled with smoke:

- Remain in room.
- Close door.
- Make certain you are seen at the window.
- Wait until fire department arrives.



Help us prevent fires:

- Never smoke in bed.
- Do not dispose of smoking materials or matches in paper basket.
- Do not use your own heater or warmer.

Thank you for your collaboration.
Enjoy your stay with us.