



# burgenstock- waldhotel-4801

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Cruising Review

Burgenstock Waldhotel 4801



This webpage QR code

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The Burgenstock Resort above Lucerne, Switzerland has many stay options one of which is the Waldhotel. Avoid staying on 5th floor whose rooms have a bad odor. 20220526-28-cruising-review-waldhotel-burgenstock-8104

PDF Version of the webpage (first pages)

<https://cruisingreview.com/resorts/burgenstock-waldhotel-4801.html>



## Burgenstock Waldhotel 4801

Arrived via the Burgenstock catamaran shuttle from Lucerne train station around noon. Went to the main Burgenstock check-in desk, and was redirected to the WaldHotel, where they do their own check-in. Took a short van ride to the WaldHotel.

Had to wait a bit for other guests, since there was only one person at the reception check-in. Clearly there were staff shortages going on.

Check-in was fairly quick, but all the information could have been obtained in advance. At the main Burgenstock check-in, it is much more efficient. Clearly, they Burgenstock does not share prior guest information with the WaldHotel (i.e. guest preferences, etc.). If you want a amazing stay, be sure to have somebody to record your preferences for mini-bar, type pillows, sheets vs. duvet, etc. The most annoying thing about all European hotels is the use of duvets, even when it's summer hot outside. Always request a sheet instead.

Got my room key 4512 and went up, expecting luggage to follow (it did not). Upon arrival on the fifth floor, I opened my room and was surprised to find a very unpleasant odor (smelled like dog pee or something equally awful). I opened the terrace door hoping it would go away, which it did not.

Went back down to the lobby and had to wait for the staff to be free (helping other guests). I mentioned the bad odor, and he accompanied me back up to the room to investigate. He agreed it smelled bad.

Back down in the lobby, he called housekeeping, who suggested that they put in a Dyson air cleaner, which should help with the odor. I looked in confusion to him, and said that was not acceptable. For 700 CHF per night, must I listen to a loud air cleaner ? This is the best resort complex in Switzerland (and Europe), and I was not about to compromise my stay for something wrong on their behalf.

When he suggested another room, I said that he needed to go to the room and smell it first. He left for a few minutes, and when he returned, said it had the same bad smell (5th floor). He offered a reason for the smell that it might be from renovations, or something to do with some glue or something.

He then called the manager, who suggested a upgrade to floor 8.

The room on the 8th floor (4801) was perfect. I accepted, but took up my own luggage, since the first request to have luggage delivered was not carried out (even after several cash tips to do so). A first for the Burgenstock complex.

As I took photos for my review, I noticed many things, not consistent with the typical Burgenstock experience.

- No fruit.
- No welcome letter.
- No flowers.
- No bottle of champagne/wine/etc.

I went to dinner and returned by 8 pm, and there had been no evening turn-down service by that time (usually they coordinate while you're having dinner). Since I had been traveling with no sleep from the evening overnight flight before, I turned in, and turned on the occupied (do not disturb) indicator.

The next morning I found that housekeeping left a note on the door (they stopped by for turndown after 9 pm).

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## **Minibar**

I keep seeing this annoying nickle-and-diming strategy with world-class hotels. Don't provide anything that is a la carte. Several items are available for purchase, which can be obtained from the Burgenstock store at a fraction of the price. It's really low class to offer these options. I recommend that the resort drops these add on purchase options. A classy resort would not offer these items, either include them for the expensive room price, or eliminate them.













