Project Overview

Bürgenstock Hotels & Resort
Obbürgen (Lucerne), Switzerland

"The Lutron solution fits really well into the design, it's unobtrusive and it's easy to use.""

—Almir Kalender, group IT director for The Bürgenstock Selection

Overview

A lighting control system from Lutron has helped create a unique and luxurious experience for guests at a stunning new resort in the Swiss Alps.

Perched on top of the Bürgenberg mountain in central Switzerland, with breathtaking views over Lake Lucerne, the Bürgenstock Resort is an iconic spot.

This is where Audrey Hepburn married Mel Ferrer in 1954 and where Sofia Loren used to holiday. Now owned by Katara Hospitality, part of the Qatar Investment Authority, the site has undergone a nine-year, USD 575 million redevelopment, opening its doors again in 2017. No wonder these are the most talked-about hotels in Switzerland.

The resort now has two brand new hotels: the five-star superior Bürgenstock Hotel & Alpine Spa and the wellness-focused Waldhotel Health & Medical Excellence, as well as the historic Palace Hotel & Conferences, which dates from 1903.

⁂LUTRON

Lutron's myRoom plus system controls lights seamlessly

The Challenge

The client, Bürgenstock Hotels AG, wanted an intuitive and dependable lighting control solution for around 370 rooms in the three hotels. The solution needed to be able to handle switching and dimming of lights, as well as seamless control of external shutters.

It also needed to look beautiful, fit into the design of the luxurious rooms, and be intuitive and easy-to-use for guests from all over the world.

The client had had mixed experiences with lighting control solutions in the past, and for this prestigious project, they wanted a system they could rely on - one that could be easily configured to perform as intended, as well as being simple for hotel guests to operate.

Lutron had previously worked with The Bürgenstock Selection on the Royal Savoy Hotel & Spa in Lausanne, where it beat rivals in a competitive tender thanks to the usability, durability and affordability of its solution. Due to the success of that project, the client was keen to go with Lutron again.

The Solution

The Bürgenstock Resort's chosen solution was Lutron's myRoom plus - a beautiful, energy-efficient and affordable control option designed to delight guests and differentiate hotels. The myRoom plus system was combined with Lutron's International seeTouch keypads.

The objective was for the lighting controls to be as discreet and understated as possible. Almir Kalender, group IT director for Bürgenstock Hotels, said: "These are luxury properties, so design and look are very important. The way we look at the design, if it doesn't stand out then we did a good job. We have a hotel with amazing views of the lake and the mountain, and that's where guests' attention should go."

The mica finish for the International seeTouch keypads was chosen to match sockets in the rooms to ensure a clean and consistent look. Custom engravings allowed the client to achieve an even higher-spec finish, using their own corporate typeface and customised backlit icons to avoid any language issues with international guests. A variety of faceplates were created with different configurations for different types of rooms.

As well as adjusting the lights, the system incorporates control of external shutters, so guests have complete control of light levels in the room, from just one keypad.

In suites, sensor control was included to allow lights to come on in different areas in response to presence.

The installation was handled by a division of Swiss energy services provider CKW, experts in electrical installation and planning of lighting systems.

The hotels wanted understated controllers, so that guests' attention stays on the spectacular views.

Results

Lutron delivered a seamless and elegant solution for these unique hotels, with a perfect finish and flawless functionality - all completed on time, at short notice.

Bürgenstock Hotels & Resort are delighted with the result. Almir Kalender said: "It fits really well into the design, it's unobtrusive and it's easy to use."

As both developer and operator of the hotels, The Bürgenstock Selection takes long-term performance and durability very seriously, says Kalender. "It's important to us that the system will run efficiently without problems in the long run. Now we've been open for nearly two years and the system is performing really well. The Royal Savoy in Lausanne has been open since 2015 and we're having the same experience: stable, efficient, easy to maintain, easy to use. It's exactly what we were looking for. We're proud that we made the decision to work with Lutron."

Frank Hess, Lutron's regional sales manager for Central and Eastern Europe, said: "We're incredibly proud of this project. This is a unique and highly prestigious group of hotels, and everything about it had to be completed to a standard that did it justice - including the lighting controls. We've been lucky to work with a great local team and a client who was determined to achieve the best possible result. It's a great example of what hospitality clients can achieve with a Lutron solution."

Lutron's International seeTouch keypads are finished to match the hotels' interior design.