

# CERTIFICATE FOR BEST CUSTOMER EXPERIENCE 2026

SHL Schweizerische Hotelfachschule Luzern  
confirms with great pleasure that

## HOTEL DES BALANCES



has accomplished the SHL Hotel Checker  
assessment approved by HotellerieSuisse  
and received the result

**OUTSTANDING**



Christa Augsburg  
Director



Timo Albiez  
Deputy Director